

Newsletter 29-01-21 Hi Team, apologies, I didn't get to put a newsletter up last week. So a few things to remind you of this time.

Welcome back to Nikki – hope your holiday was relaxing and heaps of fun!

We have enjoyed having Will with us this week, and I know he has enjoyed his time at Redgum. We still have a couple of more students to visit us, however they are in February.

This week we introduced the PM huddle. The whole idea of this is to give everyone the opportunity to identify what they haven't finished off for the morning, and for those team members who have spare time, to put their hand up to help.

Thanks to Liz for working through the Provet food labels and getting them in place and also to her and Znoi for the big reshuffle of the foods stands. If you haven't noticed – take a look! The stands look great; neat and tidy! And now you can just scan the barcode when reordering.

We will be looking to have the pharmacy done in the same way over the next week or so, so this should make ordering much quicker and easier. The barcodes also have the min/max figures on them, so when you notice that you have taken close to the minimum number, please put the order in. Roger will still review the order before sending off, so he can make adjustments as required.

I've been continuing with the invoice review, and am noticing quite a few of the surgeries are not having their travel cards completed and saved to record. Please make sure you print these out along with the surgery consent form and fill them in. They are your guide to what bookings the vet wants you to make in regard to follow up. They also provide the framework for the surgery, and ensure the touch points are completed.

I've also noticed some errors in regard to payments. These sit around the hotel bookings. PLEASE DO NOT go into the hotel bookings and click on an animal to get their bill. ALWAYS go into unfinished bills and pick it up from there. When you go through the hotel, it will only give the hotel bill; what is happening is that nexgards and any other purchases are not being charged for. Just this week I found two that amounted to over \$100 which we have lost. What makes it worse is that this is also product we have to pay for, so the loss is actually more. It is imperative that you pick up the bill from the correct place – it will always be unfinished bills, unless you have just made the bill right then and there.

Next Saturday (6<sup>th</sup>) is the first of our alignment days for the year. This one is special, because it will be all about resetting – both personally and professionally. Did you make a new years resolution? Have you kept it? You are not alone – statistics show that we generally don't keep them! But we want to, right? So having another look at our lives, our goals, a little bit later in the start of the year is a good thing! I think you will find this a really valuable day, both personally and professionally. We are keeping it a bit shorter – 10-3, so see you all on the 6<sup>th</sup> at 10am at Ians Western, in the function room.

If you haven't registered for the dental training day – please do it asap. There was a mix up with the links, but that's sorted now. This is the correct link if you haven't already registered <https://shanexbarker.clickfunnels.com/doubleyourdentistry-amg>

So, we are moving through the summer, and really we haven't had too bad of a run! A few stinkers of days, but generally pretty good. Just a quick word about the aircons – please keep them to 24 degrees and please be aware to shut them off in the areas that aren't in use. I have found clinic air con and staff room aircon left running quite a bit; if you are last out, please turn them off.

All in all, well done on another great week; thanks for all you do for Redgum.