

High 5



A couple of High 5's this week – a BIG call out for Roger!! He's worked his butt off this week – literally!! Well done!! We don't often stop to say a thanks to Rog – he just keeps on going, so this week, Rog – its for you!!



The second High 5 is for

JiaYi – she must be on the same rocket fuel as Rog!! She just keeps on going, and going, and going! She is one of those people who never complain and just keep on running! Thank you JiaYi for another brilliant week's work!!



Team

reminder

A COUPLE OF REMINDERS FOR THIS WEEK – KEEP AN EYE ON FEES – THERE HAVE BEEN INCREASES THIS WEEK AND A FEW MORE TO COME NEXT WEEK – SO PLEASE TAKE THE TIME TO CHECK BEFORE YOU QUOTE ANYTHING TO CLIENTS.

Please make sure you are completing the new form for surrender/trapped cats/kittens!! Thanks Lizzie for getting this together!!

The white board in the Sx has been updated – we'll talk about this more next week, but given the extra kennel hand shift, these jobs will be a given and expected – AND they can be delegated!! So share the load and lets really take on board the EXCLUSIVE approach to client care!!

As from next week ANYTHING you use from stock in the clinic, will need you to fill in a form. Stocktake is revealing we are using a LOT of stock in-house, and its not being charged out, either to the clinic or to the client. This means a big loss of money to the business, and Redgum have had to pay for that stock. So, REMEMBER the form – that way, anyone can take responsibility for doing the charge out!!



Estimates – any unusual surgery – please make up an estimate – make use of the many templates we already have, and if it's a new surgery that doesn't have a template – let me know (keep a copy of your estimate) and we can make a template for that service.

Focus point

Next week looks like another fairly busy week - so lets all keep up the fantastic work, lets all be like the footy players, and

follow through (in your jobs), kick goals galore, and high 5 each other for great jobs!

Thanks team for a great week – Brilliant work!!
Oops – nearly forgot – please make sure you do the sign in each day!!

