

# PET POINTS CHART

The concept behind Pet Points is to develop a culture where the staff learns to **see and seek** the positive things their fellow team members do rather than constantly focusing on mistakes or the negative. Points may be earned by all non-DVM staff by doing things **above and beyond** the normal realm of their job duties as listed below. Staff and doctors may award points to managers by telling the administrator or practice owner. Managers and doctors may give award points to staff. Fellow staff members may nominate each other for points awards by telling their manager about the **good things** others have done but **may not nominate themselves**. Client compliments shared with other team members are also good for points. The points below are suggestions. Use them to emphasize the behaviors you desire. Change the rewards as you see fit. Just make sure the rewards are something your team desires.

## Points Earned

- 500 Saving a patient's life
- 100 Complement from a client (must be heard by another person)
- 100 Volunteering to work a holiday
- 100 Coming in to help when not scheduled
- 50 1 month perfect attendance (must not be more than 5 minutes late for your shift)
- 25 Learning a new task
- 25 Helping a fellow staff member without having to be asked
- 50 Creating a time saving method
- 50 Creating a new or improved customer service idea
- 1 Point for every \$ of fee missed - Catching a billing mistake before it gets to the client
- 25 Promoting extra services in your department (example: wellness, playtime, product sales)
- 25 Teaching a team member a new task
- 50 Creating a team building idea
- 50 Creating a means or method of improving patient care
- 10 Answering a vet. medicine trivia question correctly from your manager or a DVM

Every 400 points are good for \$5.00 in free pet care with the usual exclusions. Also the top points earners from each department every month will be placed in a drawing for a \$50.00 gift card. The 5 top points earners for the year will be placed in a drawing for a \$1000.00 gift certificate to be awarded at the final all staff meeting for the year.