



YOUR NORTH WEST REGIONAL CO-ORDINATOR KERRY BRENNAND RVN MBVNA
INVITES YOU TO THE FOLLOWING REGIONAL MEETING:

CLIENT CARE & COMMUNICATION/MARKETING INCLUDING ASSERTIVENESS IN PRACTICE

This lecture is aimed at RVNs SVNs and practice receptionists and will cover aspects of veterinary client care such as telephone techniques, taking pride in your reception and how to promote products and services which will be of benefits to both clients and their pets

By

Joy Howell DipAVN(surgical) RVN MBVNA

Thursday 1st March 2012

At

Myerscough College

Bilsborrow, Preston, Lancashire, PR3 0RY

BVNA Members £15

Non-Members £20

Refreshments at 7pm lecture to start at 7.30pm
CPD Certificates to all in attendance

Kindly sponsored by



All practice staff welcome - please book before Friday 24th February 2012

HURRY BOOK NOW WHILE SPACES STILL AVAILABLE

For further information please contact kerrylouise1100@aol.com

How would you like to win £25 or a year's membership to The BVNA?? Or even better full registration to BVNA Congress 2012. Make sure whilst at the meeting you are asked to complete an Rco Competition form, every 3 months all forms go into a draw and you could win a prize and once a year some body will win BVNA Congress registration or £100.

This competition is kindly sponsored by:



BVNA Regional Co-ordinator North West Region
Client Communication at Myerscough College 1st March 2012

Booking is easy, you can pay by cheque which can be posted prior to the event or complete this booking form with your credit/debit card details.

**ALTERNATIVELY YOU CAN BOOK ONLINE (USING PAYPAL) ON THE BVNA WEBSITE www.bvna.org.uk
 QUOTING MEETING REFERENCE: R2-01/03/12**

Practice Name: _____

Address: _____

Daytime Contact Telephone Number: _____

EMAIL ADDRESS FOR BOOKING CONFIRMATION: _____

Emergency contact number in the event of short notice cancellation

Delegate's Name	Status VN, SVN etc	BVNA Membership Number	Amount Payable
			Total amount payable £

Please send this form and payment (cheques made payable to the BVNA) to:

[BVNA CPD KERRY BRENNAND](#)
[Rowan Veterinary Centre](#)
[Hillock Lane](#)
[Kirkham](#)
[Preston](#)
[Lancashire](#)
[PR4 1TP](#)
[Tel: 07866611152](#)

***Please note: fees are non-refundable in the event of non-attendance**

I wish to pay by *CHEQUE/VISA/MASTERCARD (*Delete as appropriate)(no cash payments please)

CARD NO	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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