



CLASSIC PRACTICE
RESOURCES

**FRONT
DESK
PRO**TM
Program

THE CLASSIC PRACTICE 6-MONTH
FRONT DESK PRO
CONSULTING PROGRAM

CLASSIC PRACTICE

Front Desk Pro

6-Month Program

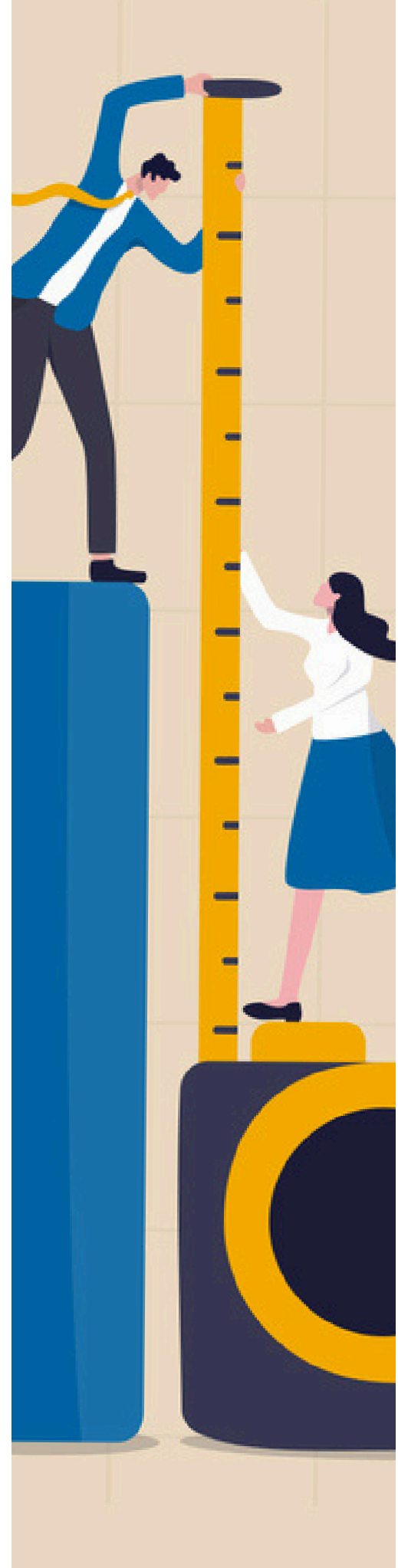
Build a confident, organized front office team that creates exceptional patient experiences, fills schedule gaps, and increases collections.

If your practice isn't converting callers, managing appointments with confidence, or reinforcing patient trust at every step, production will suffer.

You've invested in training, but are the changes sticking?

Our Front Desk Pro Consulting Program is designed to turn seminar skills into daily habits—with hands-on implementation that drives real results.

**YOU'VE INVESTED IN
TRAINING, BUT ARE THE
CHANGES STICKING?**



CLASSIC PRACTICE

Front Desk Pro 6-Month Program

PROGRAM STRUCTURE

Based on Classic Practice's proven systems and training approach.

- ✓ Live Zoom Trainings
- ✓ Access to our Training Library
- ✓ 2-Day Onsite Practice Visit (Month 3)
- ✓ Hands-on Training, Observation, System Setup, and Personalized Coaching
- ✓ Support Tools & Accountability (Checklists, KPI-Tracking, and More)

MONTH 1

- Defining Front Desk Duties
- Phone Skills That Convert
- New Patient Intake Process
- Front Office First Impressions
- Daily Duties & Flow
- First Call Mastery
- New Patient Scripts
- Phone Call Role-Play
- Creating Checklists and Logs

MONTH 2

- Scheduling for Production
- Managing Open Time
- Morning Huddles & Daily Goals
- How to Stay in Control of the Schedule
- Verbal Skills for Patient Conversations
- Scheduling Templates & Systems
- Handling Cancellations
- Productive Scheduling Role-Play



We train your front desk to confidently handle PPO and fee-for-service insurance, helping patients understand their financial responsibility.

**THE RIGHT SYSTEMS,
SKILLS, AND TOOLS DRIVE
HIGHER PRODUCTION,
REDUCE NO-SHOWS, AND
BOOST TREATMENT
ACCEPTANCE—
DELIVERING REAL ROI.**

CLASSIC PRACTICE Front Desk Pro 6-Month Program

CONTINUED

MONTH 3

- In-Person 2-Day Visit
- Observing Live Front Desk Operations
- Phone, Scheduling, and Coaching
- Implementing Custom Systems and Tracking
- Creating SOPs
- Live Training on Appointment Wrap-up and Patient Hand-off
- Confirmation Protocols
- Broken Appointments and No-Shows
- Recall, Reactivation, and Systems

MONTH 4

- Follow-up on Unscheduled Treatment
- Overcoming Patient Objections
- Increasing Treatment Acceptance
- Unscheduled Treatment Tracking
- Confident Payment Discussions
- Set-up of Financial Policies
- Collecting Over-the-Counter

MONTH 5

- Billing
- Collection Process
- Verbal Skills for Past Due Accounts
- Insurance Basics for Admins
- Insurance Communication
- Outstanding Insurance Follow-Up
- Tracking KPI's for Financial Area



MONTH 6

- Refining Duties and Daily Systems
- Reviewing KPIs
- Sustaining Growth and Performance
- Systems Check-up
- Performance Reviews and Metrics
- Graduation and Next-Step Planning

What Can You Expect?

UPON COMPLETION OF YOUR FRONT DESK PRO CONSULTING PROGRAM YOU WILL BE ABLE TO:

- Increase production and reduce no-shows
- Strengthen patient trust from the very first call
- Boost treatment acceptance through effective communication
- Create a consistent, welcoming front desk experience
- Implement proven recall, scheduling, and payment protocols
- Equip your team with confidence and tools that last

**Creating predictability is
easy with systems that
work in tandem.**

Sandy Pardue



33%

CUT CANCELLATIONS

When your front desk follows clear systems and communication protocols, patients are more likely to keep their appointments. With proper training, practices have seen up to a 33% reduction in cancellations—protecting the schedule and boosting daily production.

13%

INCREASED TREATMENT ACCEPTANCE

Front desk teams trained to present treatment confidently and consistently help patients say yes more often. On average, practices report a 13% increase in acceptance when their team is equipped with the right verbal skills and follow-up systems.

More Information About Our Services

Discover proven training and management systems tailored for your practice model and your team.

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Sandy Pardue, Senior Consultant and Lecturer, specializes in growing practices and de-stressing practice owners. Sandy motivates teams to create organized, productive practices with less stress for the practice owner.

**REAL RESULTS.
REAL SOLUTIONS.**

Classic Practice Resources (CPR) and Sandy Pardue are the catalysts for transformative success in the dental industry.

Our mission is to empower dental professionals to reach unparalleled heights, whether they aspire to lead a multi-million-dollar practice or cultivate a thriving, smaller office.

JOIN US

For more information on how CPR can transform your dental practice, visit our website or contact us today. Let's create a future where your practice doesn't just succeed—it excels.