



# CROWN COUNCIL

Creating a *Culture of Success™* in your practice

## CONTINUING QUALIFIED MEMBER CHECKLIST Resource Members

To be recognized with the Qualified Members at the 24th Annual Event of the Crown Council at the Red Rock Resort in Las Vegas, NV on February 8, 2019, all certification forms must be received at the Crown Council office NO LATER than:

**NOVEMBER 30, 2018**

No exceptions can be made to this deadline.

Be sure that all documentation is complete. All incomplete packets will be returned. Your packet must contain at least:

- Four (4) Page Crown Council Qualified Member Certification Form.  
*This form must be completely filled out and signed in the appropriate places to certify your Qualified Member Status.*
- Color photograph suitable for publication (4" X 6" is best)  
*(Unless you like the picture that we used last year.)*

Send to:

The Crown Council  
Qualified Member Certification Board  
975 E. Woodoak Lane, Ste 200  
Salt Lake City, UT 84117

**If you have questions, call Greg Anderson at (800) 276-9658.**

# CONTINUING

## Qualified Resource Member Certification

You must meet all seven of the Crown Council Qualified Member Requirements within any 6 month period to be considered for Qualified Crown Council status. You must re-qualify each year you wish to be designated a Crown Council Qualified Member. Any member completing the requirements and submitting the appropriate documentation on or prior to NOVEMBER 30, 2018 may be considered for recognition with the Qualified Membership at the 24th Annual Event on February 08, 2019.

This certification form must be submitted with the appropriate documentation.

1. **PATIENT FEEDBACK:** Constantly measure customer satisfaction. Attached is a compilation of at least 12 questionnaires filled out by different customers. We have taken the following actions and made the following changes during the past year in our business as a result of feedback from our patients.

(Actions taken during the past year as a result of patient feedback)

2. **TEAM EVALUATION:** We have held internal evaluations with our office team at least twice during the past year. Below is the signature of each team member certifying and a summary explanation of the changes in team performance.

(Team signatures)

A brief summary of changes in team performance:

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3. **SERVICE STANDARDS:** Create and maintain a list of service standards stating the service expectations that your customers can expect from your business. Attach a copy of those Service Standards to this certification.

4. **TEAM MEETING:** Our team has held meaningful, regular team meetings. Below are the signatures of each team member so certifying and also a summary explanation of the changes in the team performance resulting from our meetings.

(Signatures)

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A brief summary of training schedule and what topics were covered:

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5. CROWN COUNCIL MASTERMIND GROUP: I have met at least four times (either in person or via conference call) with my Mastermind Group to exchange information and get feedback on my clinical, management and people/marketing skills.

(Summary of my Mastermind Meetings)

6. EMAIL FORUM PARTICIPATION:

Submit at least six examples of value added information that has been posted on the Crown Council email forum demonstrating your willingness to respond to member inquiries and questions in areas you are qualified to answer.

7. DOING GOOD: Submit to the Crown Council your company's plan for DOING GOOD through Smiles for Life or an other cause you deem to be worthwhile. Give the background of the plan, what you did, and how it fits in with the purpose of your organization.

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I certify that I have met all of the requirements to become a Qualified Resource Member of the Crown Council and submit this Certification Form and its attachments as my application for Qualified Membership. I understand that this form must be submitted on or prior to NOVEMBER 30, 2018 to be recognized as a Qualified Resource Member of the Crown Council at the 24th Annual Event.

DATE:

SIGNATURE:

PRINT NAME:

**FOR CROWN COUNCIL OFFICE USE ONLY**

Approval Signature of the Crown Council Certification Board:

Final approval by Crown Council Director:

Notification Sent to Qualified Member:

