

Name: _____

MANAGER'S SKILLS INVENTORY – SELF ASSESSMENT

Assessment rating scale: 1: Improvement needed 2: Meets requirements 3: Exceeds requirements

Personnel	Job Duty	Assessment (1, 2 or 3)	Comments
1. Recruit, interview and hire staff.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
2. Review staff organization, structure and make recommendations to doctor	Yes <input type="checkbox"/> No <input type="checkbox"/>		
3. Conduct routine performance appraisals.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
4. Counsel employees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
5. Terminate problem employees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
6. Plan and conduct regular staff meetings.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
7. Review all staff assignments and schedules.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
8. Meet routinely with staff members to review results of staff work and set performance goals.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
9. Provide an atmosphere of open communication.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
10. Provide training or re-training of staff.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Patient-Seeing Functions	Job Duty	Assessment (1,2 or 3)	Comments
1. Work for positive improvement of patient care and relations.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
2. Act as the practice's final representative on any disputes.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
3. Ensure that office and clinical staff provide as much information as is available to all patients.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
4. Ensure that a positive relationship is maintained with all referring sources.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
5. Ensure that cosmetic products and spa services are generating sufficient referrals.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
6. Ensure that all staff is grounded in the principles of good patient relations.	Yes <input type="checkbox"/> No <input type="checkbox"/>		

Name: _____
 Managers Academy
 Manager's Skills Inventory
 Page 2 of 4

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Front Office	Job Duty	Assessment (1, 2 or 3)	Comments
1. Supervise the office operations.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
2. Ensure all front office equipment is maintained in proper working order.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
3. Ensure the office is maintained in a clean and orderly fashion at all times.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
4. Oversee inventory of all supplies.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
5. Make recommendations for the apparent need for new equipment.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
6. Manage computer systems and computerized databases.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Financial	Job Duty	Assessment (1, 2 or 3)	Comments
1. Oversee all accounts payable to ensure all bills are prioritized and paid.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
2. Manage the finances of the spa services.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
3. Maintain a close check on all expenses.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
4. Make recommendations for revisions or adjustments to the fee schedules.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
5. Supervise banking, daily cash reconciliation, statement reconciliation, and the preparation of deposits.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
6. Manage all product sales.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
7. Submit an annual operating/marketing budget to the doctor.	Yes <input type="checkbox"/> No <input type="checkbox"/>		

Name: _____
 Managers Academy
 Manager's Skills Inventory
 Page 3 of 4

Assessment rating scale: 1: Improvement needed 2: Meets requirements 3: Exceeds requirements

Marketing	Job Duty	Assessment (1, 2 or 3)	Comments
1. Oversee management of all marketing activities, budgets and ROI.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
2. Responsible for Tracking & Monitoring, provide reports and recommendations to Doctor	Yes <input type="checkbox"/> No <input type="checkbox"/>		
3. Coordinate the services provided by consultants- marketing/PR, etc.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
4. With the technical assistance of the promotion consultants, design all advertising and marketing materials.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
5. Review the routine plan of PCC to contact all referral sources.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
6. Oversee the Web sites and manage the email responses.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
7. Communicate to patients-of-record all enhancements through mass mailing, complimentary treatments. "High Touch" (thank you notes, greeting card, retention items, gift baskets, etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>		
8. Assist in presentations, conduct patient education seminars	Yes <input type="checkbox"/> No <input type="checkbox"/>		
9. Actively participate in community and professional organizations.	Yes <input type="checkbox"/> No <input type="checkbox"/>		

Name: _____
 Managers Academy
 Manager's Skills Inventory
 Page 4 of 4

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Job Prerequisites	Answer	Assessment (1, 2 or 3)	Comments
1. Knowledge of cosmetic surgery services and procedures.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
2. A minimum of five years experience in or with the health care profession.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
3. A minimum of three years experience in supervising and managing personnel.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
4. Ability to interact and coordinate within a team environment.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
5. Comfortable managing in dynamic and ever changing consumer environment.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
6. High level communication skills.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
7. Excellent documentation skills.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
8. Past experience in selling discretionary income products or services.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
9. An outgoing personality and "people skills."	Yes <input type="checkbox"/> No <input type="checkbox"/>		
10. A four-year college degree.	Yes <input type="checkbox"/> No <input type="checkbox"/>		