



SASIE Awards: March 2008 Special Edition

ASBA Celebrates Tucson's Small Business Stars

Veterinary Specialty Center of Tucson Customer Service Award (36+ Employees):

Things always seem to go wrong during off hours, which may account for some of the success of the Veterinary Specialty Center of Tucson.

Open 24 hours seven days a week, the center offers emergency and specialty veterinary care to pet owners in southern Arizona, western Texas and New Mexico.

With services ranging from a "helpful voice in the middle of the night: to a team of doctors ready to treat critically ill or injured pets, the center boasts that given the recent crisis in after-hours availability of doctors specializing in humans, Tucson's cats and dogs "may actually have access to more expedient advanced specialty medical care than you do." And since Veterinary Specialty Center of Tucson opened in 2004, primary care veterinarians not only have a place to send their complicated cases for advanced diagnostics and procedures, but they also can rest assured their patients can receive emergency care even after they've closed their doors for the night.

The Veterinary Specialty Center of Tucson embraces several core values that reflect their passion for customer service and care:

- Service Excellence - created by fostering an atmosphere of trust, respect and communication
- Guidance and Counsel - providing complete information to clients making medical decisions about their pets
- Care and Comfort - to create a nurturing environment
- Cleanliness and Harmony - to ensure a safe experience
- Learning and Growth - a commitment to educating staff, clients and the veterinary community
- Health and Well Being - creating a balance and sensitivity with one another