



## Palm City Animal Clinic Announces Internationally Acclaimed Hospitality Specialist As Interim Practice Manager

*"My objective is to create an environment of love and sense of belonging, empowering each employee to take responsibility for the clinic, creating an atmosphere where there is a commitment to service and an atmosphere of ownership ... always trying to touch each client's heart with an act of compassion and kindness.*

— Audrey Ballantyne



Audrey Ballantyne

It would be hard for most businesses to boast 150 years of staff experience, but if you're counting in dog years, that's the impressive number of years the Palm City Animal Clinic can boast with the recent addition of its new interim practice manager, Audrey Ballantyne.

Dr. Rex Sentell, owner of Palm City Animal Clinic, is proud to announce that Ballantyne has recently joined their staff, with 26 years of experience working in travel and tourism management. Her responsibilities include staff training and professional development, aiding the already excellent team of client-minded employees into becoming the best team in the region at providing benchmark standard service – to one another, to their loyal clientele and to the animals they care for.

Graduating from the Hotel School of Lucerne in Switzerland and obtaining a master's degree in finance from

Cornell University, Ballantyne has an extensive background in hotel management and operations, both in and out of the United States. Most notably, she has worked with Hilton Hotels as corporate comptroller in the Northeast and for the Clarion brands in the United States and the St. James's Club internationally, where she was twice recognized for operating the "Best Leisure Hotel in the World." Her own hotel in St. Vincent, the Camelot Inn, was named the Best Small Hotel in the Caribbean by the *Caribbean Travel and Life* magazine.

Ballantyne is an active member of the community in Martin County, serving as a Board member of SafeSpace and the Martin County Tourism Development Council, while also acting as the coordinator for the Sunrise Rotary Youth Program.

"While this is her first experience working with an animal clinic, Ballantyne understands how to teach teams to believe in their own value and capabilities, personally and in the workplace and how this translates into people working together more effectively," explained Sentell. "Audrey's expertise will help provide a working environment with an even higher motivation level, desire and ability to provide top-notch customer service.

"Our clinic is in the midst of some very exciting changes right now," Sentell added. "With the construction of our state-of-the-art animal hospital under way, this is the perfect time for Ballantyne to be joining us. While the new hospital is going to be like no other on the Treasure Coast, it's the staff treating the clients and their pets well that makes the difference. We're delighted to have her here."

### About Palm City Animal Clinic

*Palm City Animal Clinic was established in 1981. Under the direction of Rex Sentell, DVM, the medical team and staff offer expert, compassionate care in surgery, physical therapy and rehabilitation, preventative medicine, extensive diagnostics and emergency service. For more information, call (772) 283-0920, visit their Web site at [www.palmcityanimalclinic.com](http://www.palmcityanimalclinic.com) or find them on Facebook at [www.facebook.com/PalmCityAnimalClinic](http://www.facebook.com/PalmCityAnimalClinic).*