



Veterinary Customer Service Training Sample

Issues

Common Situations.

A client is complaining that your service is terribly slow. You know the delay was caused by another client's many pet care questions and detailed requests. How do you respond to this client?

Sample Game Cards

(Shown smaller than the Actual 3 1/8" by 2 1/4" size)

Billing Issues.

You just finished neutering her cat when the owner says she really cannot afford to pay you for today's visit. What is your response?

Controlling Situations.

A large family enters the waiting room. One pet needs to be seen and you have said that either the mother or father may be in the room while the pet receives care. The father just told his entire family to go on in. What do you say or do?

Patient Motives.

Other than the location, name one reason for the popularity of "big box" pet-stores.

Beyond the Call.

A client has been told to avoid letting his dog be too active for a few days while some stitches heal. While at the park, you see the owner throwing a Frisbee®, and his faithful dog running after it. What, if anything, do you do after seeing this?

Unexpected Issues.

A client is complaining that the shot you gave his dog must have triggered an allergic reaction. You check the chart and see he has no known allergies. How do respond?

Anticipating Needs.

A person calls to make an appointment. What additional information might you provide to this person?

Avoiding Problems.

You look out to the waiting room and see a child teasing another client's cat. The cat's owner seems upset, but has not said anything to the child or the parent. What do you say or do?