Veterinary Science
Preparatory Training for the Veterinary Assistant

Floron C. Faries, Jr., DVM, MS
Client Communications

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Objectives

- Discuss the importance of client relationships
- Discuss techniques for diffusing tense situations with clients
- Discuss techniques for dealing with difficult clients
- Discuss the importance of a positive demeanor
- Describe how expressions and mannerisms affect client communication
- Discuss the importance of personal appearance
Present professional appearance
Have good attitude
Be courteous
Clearly talk
Clearly listen
Remain calm
Call veterinarian for assistance
- Promptly answer telephone
  - Record caller’s name and phone number
  - Record caller’s message
  - Check back every minute the on-hold calls