Name:	Date:	
	Chapter 2 - Lesson 2	

	Client Communications - Clinical	
Questions		
1.	What are the important aspects of good client communications?	
2.	What should you do when placing a client on the telephone on hold?	
3.	Why is it important that the veterinary assistant have a clean, neat appearance?	
4	Harry do you have the a different alient?	
4.	How do you handle a difficult client?	