

A. Introduction

We are committed to giving the proper care to the pets brought to us to ensure they remain healthy. We also offer other services which improve the quality of the lives of these pets. This book has been prepared as a reference for receptionists to guide them in providing consistent, accurate, thorough service to the clients who bring their pets and place them under our care. The receptionist position is usually the first contact with the clients. The way the receptionist takes care of the responsibilities of their job can have a significant effect on the care of the patients and the response of the clients to our Clinic. **Be sure to read the material, sign and date the letter indicating you have read and understand this manual, and promptly return the signed letter to the Practice Manager.**

Even though a receptionist is only scheduled to work certain hours, there may be times they will need to cover for another receptionist. Receptionists will also work on some Saturdays.

Even though the basic responsibilities of morning and afternoon receptionists are the same, there are some differences. The morning receptionist typically doesn't have as many patients coming in during the morning and therefore much of the filing, miscellaneous paperwork, and call-backs to clients to check on progress of pets is done in the morning.

The afternoon receptionist usually has a heavier load of patients coming to the clinic for medical care. Their paperwork is held to a minimum to allow time to give full attention to the clients and patients.

End of Section