



Lead Veterinary Receptionist In-Person Interview/Observation Guide

NOTE: Use this guide for the In-person interview/Observation. Feel free to skip questions as needed.

Overview: A brief history of the hospital and the open position, interview questions, and ask candidates if they have any questions. Discuss the next steps as needed.

General Questions

1. What are the 3 most important things you seek in your next career opportunity?
2. What inspired you to pursue a career in veterinary medicine, and how did you become a lead veterinary receptionist?
3. How many years of experience do you have working in a veterinary practice, and what roles have you held?
4. Can you describe your experience managing and leading a team of veterinary receptionists?
5. What are some of the most important skills and qualities you bring to the veterinary team as a lead receptionist?
6. How do you ensure that the clinic provides clients with the best possible customer service, and how do you work with the veterinary team to achieve this goal?
7. Can you describe your experience with client communication, including answering phones, scheduling appointments, and managing client requests and concerns?
8. How do you handle difficult or upset clients, and what steps do you take to ensure their satisfaction with the clinic?
9. Can you tell me when you trained or mentored a new receptionist and what you learned from the experience?
10. How do you ensure that all veterinary receptionists are up-to-date on their training and continuing education requirements?
11. Can you describe your experience with financial management, including billing, payment processing, and insurance claims?
12. How do you handle confidential or sensitive information, such as client medical records or billing information?
13. Can you describe your experience with electronic medical records and client information management and how you ensure their accuracy and confidentiality?
14. How do you stay current on the latest developments in veterinary medicine and technology and continue improving your knowledge and skills?
15. Can you describe a time when you had to handle a difficult or complex client request and how you managed the situation?
16. What are your long-term career goals as a lead veterinary receptionist, and how do you plan to achieve them?