



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 the candidate if they have any questions. Discuss next steps as needed.

General Questions

1. What are the 3 most important things you seek in your next career opportunity?
2. What made you decide to pursue a career in veterinary medicine, and how did you become a veterinary receptionist?
3. How many years of experience do you have working in veterinary practice, and what roles have you held?
4. Can you describe your experience scheduling appointments and managing a busy reception area?
5. What are some of the most important qualities you bring to the veterinary team as a receptionist?
6. How do you handle difficult or upset clients, and what steps do you take to ensure their satisfaction with the clinic?
7. Can you describe your experience handling and managing electronic medical records and client information?
8. How do you prioritize tasks and manage your time effectively to ensure the clinic runs smoothly?
9. Can you tell me about a time when you went above and beyond for a client or patient and what you learned from the experience?
10. How do you handle confidential or sensitive client information, and what steps do you take to ensure security?
11. Can you describe your experience with billing and insurance claims and how you ensure accuracy and compliance?
12. How do you communicate with the veterinary team to ensure that appointments and procedures are scheduled and organized effectively?
13. Can you describe your experience handling and managing the clinic's inventory, supplies, and equipment?
14. How do you stay current on the latest veterinary medicine and technology developments and continue improving your knowledge and skills?
15. Can you describe a time when you had to work with a difficult coworker or client and how you handled the situation?
16. What are your long-term career goals as a veterinary receptionist, and how do you plan to achieve them?