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~~Manual~~ such as where the employee should park and how to use the time clock, and continues all the way to the most complicated procedures," he says.

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Formal training is generally not  
required. Most practices seek  
candidates with a minimum of a  
high school diploma, and some may



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**Manual** prefer to hire a candidate with more education. Being a good receptionist in a veterinary practice, as in any office, requires skill sets that human resources professionals classify as “hard” and “soft” skills.

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~~Manual~~ needed to provide an effective front-of-house service to veterinary clients.

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A frustrated veterinary receptionist emailed me looking for

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**Manual** solutions to her clinic ' s scheduling nightmares. The three-doctor practice double-books veterinarians most days, must sometimes turn away sick patients and has exhausted employees. The hospital is hiring another doctor and two veterinary technicians, a



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