

Veterinary Technician

You are responsible for assisting customers with pet adoptions and wellness checkups and distributing pet care information. Assist each customer in a friendly and courteous manner.

DURING BUSINESS START-UP, COMPLETE THE FOLLOWING.

1. Remain in your business until the Opening Town Meeting to help with business start-up.
2. Attend the meeting with the CEO and other employees of Purina to learn how to process pet adoptions and pet wellness checkups.
3. Your CEO will describe the procedures to use when clients come to Purina for a wellness checkup or an adoption.
4. Read the **Veterinary Technician Procedure** sheet to complete wellness/adoptions. You will use this sheet when you work with a client.
5. Read the benefits of adoption, microchipping, pet owner pledge, and feelings tabs on the examination table flip chart to learn the information that you will share with clients.
6. Learn how to scan an animal for a microchip.

DURING FIRST WORK/BREAK ROTATION (AFTER THE NATIONAL ANTHEM) COMPLETE THE FOLLOWING.

1. After the Sales Associate brings you a client and tells you whether the customer is there to adopt a pet or get a wellness checkup for its company pet, follow the proper **Procedure** (Wellness Checkup or Adoption).
2. **Wellness Checkup/Adoption**
 - a. Say to the client, “Thank you for getting a wellness checkup today.” or
 - b. Say to the client, “Thank you for adopting a pet today, have you chosen your pet?”
 - c. Read the “**Pet Profile**” card out loud to the client
 - d. Pull a demonstration cat or dog from storage that matches the profile card “OR”
 - e. Say to the client, “If you want to adopt a pet for yourself, you should know the benefits.”

- f. Read the “**Benefits of Adoption**” from the laminated sheet.
- g. Say to the client: “**Do you know what a microchip is?**”
- h. Read the “**Microchip**” laminated sheet.
- i. Let the client use the scanner to scan the demonstration pet. Write the registration number on the **Adoption/Wellness Certificate**.
- j. Say to the client: “**Congratulations on being a new pet owner. Now take the Pet Owner Pledge.**” (Client places hand over heart and read the Pet Owner Pledge out loud.)
- k. Say to the client: “**It is good to know what your pet is feeling by its facial expressions.**” “**Let’s practice.**” “**Then you can take photos in the photo booth at the end of your visit.**”
- l. Say to the client, “**The vet will see you now.**”

OTHER TASKS TO BE COMPLETED DURING THE DAY

1. Assist in the clean-up of your business at the end of the day. Recycle all used paper into the **blue** recycle bin.
2. Make sure that all wellness checkup equipment is placed in the correct location.

Congratulations on a job well done!