

Front Desk Training System

Phone Script Lessons, Repurposed from the TheVetCSR Phone Script Cards

20 LESSONS

One lesson per card. The exact words from the cards, with the training around them.

WHAT IS INSIDE

Module 1 The Phones

4 cards

Module 2 Booking and Scheduling Basics

2 cards

Module 3 Recognize, Record, Route

1 card

Module 4 Money Basics

4 cards

Module 5 Handoffs, Callbacks, and Closing the Day

2 cards

Module 6 Difficult Clients, Full Set

5 cards

Module 7 Grief and Goodbye Calls

1 card

Module 8 Words of the Chart

1 card

20 cards, 20 lesson pages, plus a scripts index and a sources page

Set the tone early

WHY THIS CALL MATTERS

AAHA describes receptionists as the bridge between clients and the medical team, and a sharp first exchange can close that bridge for the whole call (Evidence Brief Q1). The guide's boundary line is the frame: your job is to gather, clarify, document, and route. A boundary stated early and calmly protects that job without ending the conversation.

THE EXACT WORDS

THE MOMENT · The client is speaking sharply, but the conversation is still recoverable.

SAY THIS

"I want to help. I can do that best if we keep the conversation respectful."

NEXT STEP, FROM THE CARD

Pause. Lower your pace. If the behavior continues, move to your clinic's escalation process.

Words preserved verbatim from Phone Script Card 01 (Boundary). Card footer: Adapt to clinic policy and medical direction.

HOW IT WORKS

- 1 Know your lane before you need it: gather, clarify, document, route, schedule within your authority, and confirm the next step. What is never your job is absorbing abuse to keep a call alive.
- 2 Listen louder than you talk, and name the feeling, not the behavior. Let the caller finish. The boundary lands better after they have been heard once.
- 3 If it moves past your authority, say so as strength, not failure: getting a manager is how the clinic fixes things, and a warm handoff beats a cold war.
- 4 Document everything while it is fresh, and brief the team before the client calls back, so the next person does not walk in blind.

WATCH OUT

Matching their volume, apologizing for having a boundary, or continuing as if the tone is acceptable.

PRACTICE

Drill (Module 1): the first 10 calls set, shadow then co pilot, with one sharp toned caller planted in the set. Sign-off: three observed calls meeting the checklist.

Trainer initials _____ Date _____

That is lesson one.

SAMPLE

FREE SAMPLE · FRONT DESK TRAINING SYSTEM

Sample from the Front Desk Training System, Phone Script Lessons

You just read the cover and the first lesson of Module 1, The Phones. The full system has all 20 lessons across 8 modules: the exact words from the Phone Script Cards, plus why each call matters, how it works step by step, a practice drill, and a trainer sign-off on every page.

Print it. Binder it. Keep it at the phones.

Get the full system on Etsy, \$11.99

<https://thevetcsr.etsy.com/listing/4606215371/>

Free sample, 3 pages. No email needed, no strings. If it helps your desk, the other 19 lessons are waiting in the shop.