

A great **CURBSIDE** experience



DOs & DON'Ts
to guide your approach

START

DOs & DON'Ts to guide your approach



Whether it's a client you've had for years or a few hours, it will be a whole new experience as everyone adjusts in order to keep providing the care pets need. A few simple things your team does (or not!) can make every visit exceptional, each step of the way.



**Before
The Client
& Pet Arrive**



**When
They Arrive**



**In The Exam
Room**



**Wrapping Up
The Visit**



Before The Client & Pet Arrive





Before The Client & Pet Arrive

DO



Before The Client & Pet Arrive

DON'T

DON'T



When They Arrive

DO



When They Arrive

DON'T

DON'T



In The Exam Room

DO



In The Exam Room

DON'T

DON'T



Wrapping Up The Visit

DO



Wrapping Up The Visit

DON'T

DON'T