



### Client Service Representative Candidate Quiz

1. A client, Karen, brings her pet, Toby, in for his annual exam and vaccines. The exam is \$47, Rabies vaccine is \$23.95, DH2PP vaccine is \$23.95. Karen decided to get flea and heartworm preventative for Toby as well. She wants to get 3 months' worth and they are \$19.20 per dose (plus 8% tax).

Please configure Toby's total. \_\_\_\_\_

2. Please indicate the correct alphabetical order for the following names:

\_\_\_ James McMillan

\_\_\_ Frank Wilson

\_\_\_ Dave Mason

\_\_\_ Abigail Denson

\_\_\_ Mary Hinton McConnell

\_\_\_ Bob Simpson

\_\_\_ Simon Cotton

\_\_\_ Mason Duvall

\_\_\_ Martha Ferguson

\_\_\_ Ben MacDuffy

\_\_\_ William Thompson

\_\_\_ Shea Watson



### Client Service Representative Candidate Quiz

3. Which of the following words are spelled incorrectly? Please spell them correctly if misspelled.

dirrhea

vomiting

urinate

vacine

medication

fecall

veterenarian

acupuncture

receptoinist

triflexis



### **Client Service Representative Candidate Quiz**

4. You are working alone. Line 2 is ringing. You have just put Line 1 on hold. A tech brings Ms. Johnson up to the front to check-out. Another client just walked in. The other receptionist walks in from lunch. In what order will you proceed?



### **Client Service Representative Candidate Quiz**

5. Tell us what you would do in this situation:

It is Friday at 7:00pm and we are ready to close. The phones and lights were just turned off. You are reaching overtime for the week and know that all overtime must be approved. Just as you are about to lock the doors, you notice a client walking up the sidewalk toward the door. We know there is a client who was supposed to come and pick up medications for his pet and he never showed. What do you do?