

Advance Questionnaires: Client Information Form and Behavioral Questionnaire

Sending out a questionnaire for your clients to fill out and return in advance of the initial session has many advantages. You will, of course, know more details about the dog's behavior issues before the session begins. In addition, by reading between the lines, you will get a better idea of the client's relationship with the dog, and the potential level of compliance you can expect. That the person is willing to take the time to fill out and return the form indicates some level of compliance from the start.

This folder includes a general Client Information Form that may be sent in advance of any session, regardless of the dog's issues. It is applicable whether the session is for a new puppy, simple basic obedience and manners training, or a serious behavior issue. Although the form asks a few brief questions regarding aggression and other behavior issues, they are included only as a safeguard in case the person did not mention those issues during your initial phone contact. If there is a known behavior issue such as aggression or separation anxiety, the Behavioral Questionnaire should be sent along with the Client Information Form.

Suggestions

These forms may be printed out and mailed, or sent via email. (If you would like the form to be returned by email as well, instruct your clients to place an X anywhere a circle would normally be filled in or a choice checked off.) The forms should be returned to you a few days to a week in advance of the session whenever possible, to allow enough time for review. You could also request that the questionnaires be returned with a deposit to hold the client's appointment. (If you do not wish to request a deposit, simply delete that text in the instructional section of the forms.)

For either form, you can easily add your company name to the title text, for example, "K-9 Concepts Client Information Form." At the bottom of the last page of each form is a text box that contains a note of thanks to the client for having taken the time to fill out the form. The box can be repositioned by clicking and then dragging, and enlarged (click on the box, then drag the middle bottom "handle"—the middle circle on the lower line of the box—downward) to insert additional text. For example, you might want to add, "Please return this form to (your address/email address here)."

If you prefer, these documents can be used as intake forms at the actual session rather than advance questionnaires.

This Folder Contains:

Client Information Form
Behavioral Questionnaire