

|                                                     |                             |                                         |                                             |                               |
|-----------------------------------------------------|-----------------------------|-----------------------------------------|---------------------------------------------|-------------------------------|
| <b>B</b>                                            | <b>I</b>                    | <b>N</b>                                | <b>G</b>                                    | <b>O</b>                      |
| smelly<br>cat<br>abcess                             | "Nurse"<br>client           | cleaned up<br>someone<br>else's<br>mess | muzzling<br>the dog<br>that doesn't<br>bite | got drink<br>for client       |
| blood<br>machine<br>error                           | rabies<br>only visit        | make a<br>recheck<br>appointment        | GI<br>foreign<br>body                       | mean<br>cat                   |
| pooped<br>on                                        | thanked<br>a team<br>member | <b>FREE</b>                             | anal<br>gland<br>incident                   | drooled<br>on                 |
| end of the<br>day and you<br>still have<br>your pen | peed on                     | golden<br>retriever<br>puppy            | covered<br>in hair                          | groomer/breeder<br>advice     |
| client late for<br>appointment                      | bathed a<br>patient         | make a<br>surgery<br>appointment        | went to<br>lunch on<br>time                 | cleaned<br>up pee<br>in lobby |

|                                                     |                                  |                                             |                               |                                  |
|-----------------------------------------------------|----------------------------------|---------------------------------------------|-------------------------------|----------------------------------|
| <b>B</b>                                            | <b>I</b>                         | <b>N</b>                                    | <b>G</b>                      | <b>O</b>                         |
| thanked<br>a team<br>member                         | GI<br>foreign<br>body            | muzzling<br>the dog<br>that doesn't<br>bite | blood<br>machine<br>error     | make a<br>recheck<br>appointment |
| cleaned up<br>someone<br>else's<br>mess             | went to<br>lunch on<br>time      | got drink<br>for client                     | bathed a<br>patient           | mean<br>cat                      |
| end of the<br>day and you<br>still have<br>your pen | anal<br>gland<br>incident        | <b>FREE</b>                                 | drooled<br>on                 | "Nurse"<br>client                |
| covered<br>in hair                                  | make a<br>surgery<br>appointment | smelly<br>cat<br>abcess                     | cleaned<br>up pee<br>in lobby | peed on                          |
| golden<br>retriever<br>puppy                        | groomer/breeder<br>advice        | pooped<br>on                                | rabies<br>only visit          | client late for<br>appointment   |

|                       |                                            |                                    |                        |                                |
|-----------------------|--------------------------------------------|------------------------------------|------------------------|--------------------------------|
| <b>B</b>              | <b>I</b>                                   | <b>N</b>                           | <b>G</b>               | <b>O</b>                       |
| bathed a patient      | make a surgery appointment                 | GI foreign body                    | groomer/breeder advice | anal gland incident            |
| smelly cat abcess     | end of the day and you still have your pen | golden retriever puppy             | rabies only visit      | got drink for client           |
| pooped on             | cleaned up pee in lobby                    | <b>FREE</b>                        | peed on                | covered in hair                |
| thanked a team member | mean cat                                   | muzzling the dog that doesn't bite | went to lunch on time  | cleaned up someone else's mess |
| drooled on            | "Nurse" client                             | make a recheck appointment         | blood machine error    | client late for appointment    |