

Steve Kraus' Farrier Intake Protocol

*Questions for new clients and
information you need before working on their horse.*

Need to Know	Knowledge is Power	Client Assessment
What is the client's name?	How many horses are there to do? <i>(Ask each of the following for each horse.)</i>	Who was trimming and shoeing the client's horses previously? Do they owe the previous farrier money? Why are they switching?
What is the client's phone number?	What breed is the horse and what is its job/use?	What is the work area like?
What is the client's billing address and/or email?	What is the horse's age?	Does the client want regular service?
Where are the horses located? <i>(Get detailed directions.)</i>	Does the horse have any special needs?	How does the client intend to pay?
	Does the horse have any soundness problems?	
	Does the client have a regular vet and/or trainer? If so, what is their contact information?	