



Zoomin Groomin Personnel

HIRING SUMMARY

All staff must have animal handling experience and be thoroughly trained on the Zoomin Groomin policies and procedures.

It is recommended that all employees take a Pet First Aid & Safety program from your local Humane Society.

RECRUITING

The success of your business depends on the quality of staff you hire.

In all your efforts to recruit employees you should always include the following information:

- Brief job descriptions
- The total number of hours and days the position requires (full-time, part time, flexible, etc...) (days, nights, weekends, etc.)
- A general statement regarding pay.
- A general description of where the job is located
- A list of required experience.
- A statement regarding a clean driving record.

You have several major recruitment sources available to you.

WAGE SUMMARY

Our policy is that you pay competitive wages to attract and retain highly qualified and motivated staff.

WAGE GUIDELINES

You must pay according to your local labor market conditions and the candidate's qualifications.

We recommend that your staff be paid on a commission basis.

40% of grooming costs to those with less than two years' experience

40%-50% of grooming costs for those with more experience, maximum being 55%.



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LABOR LAWS

You must follow all your state and federal labor laws. Failure to do so could result in your being fined.

Employees must take meal breaks during their shifts as they have time.

STAFFING REQUIREMENTS

All Staff must provide a valid driver's license, adequate personal car insurance, and a clean driving record (Insurance is necessary in the event your employee uses their personal vehicle to conduct business on your behalf). All Staff should fill out an Employment Application, and an Employment Agreement.

GENERAL GUIDELINES

Each employee must be trained, not only in the technical fundamentals of his/her position, but in the Zoomin Groomin philosophy and work standards.

Your personnel should be trained in the following:

- ZG mission & vision
- Service procedures
- Cleaning procedures
- Re-Booking procedures
- Ordering procedures for supplies
- Equipment operating procedures
- Equipment maintenance

POLICY SUMMARY

You should hire qualified, responsible, enthusiastic people. All managers must complete operational training with Franchise Owner or a ZOOMIN GROOMIN trainer. In the future your more experienced staff should be able to train new employees.



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Manager Qualifications

A Manager must be thoroughly trained in:

- Personnel procedures as well as required paperwork
- Staff scheduling
- Appointment scheduling procedures
- Review schedule for coming week
- Client services
- Selling of services
- Invoicing
- Marketing/advertising procedures
- Ordering of supplies.

Manager Duties:

- Oversees the day-to-day operation
- Trains staff members
- Schedules staff to adequately cover business needs
- Supervises staff
- Responsible for client services
- Answers client problems and/or questions
- Resolves escalated customer service issues
- Assists in all marketing efforts
- Orders all supplies and constantly monitors all levels to ensure the supply is adequate
- Responsible for the completion reports
- Performs tasks as needed

Groomer Qualifications

Each groomer must:

- Be eligible to work under all Federal, State, and Local laws
- Have good and verifiable references
- Own up to date, well kept, grooming tools; always kept clean and in excellent condition.
- Complete operational training
- Attend company informational training sessions
- Be able to work as a part of a team
- Be dependable, reliable, and prompt
- Be flexible and able to work the required hours.
- Be neat and well groomed
- Be pleasant and have an upbeat personality
- Be able to follow directions
- Show self-confidence and initiative



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Groomers / Drivers

A Groomer / Driver must be thoroughly trained in:

- Pre-service setup
- Vehicle operations
- Grooming service procedures
- Pet Spa cleaning procedures
- Equipment operating procedures
- Equipment maintenance

Groomer Duties:

- Review Route 48 hours in advance
- Prepares vehicle for daily operation
- Travels to clients' sites
- Services pets at clients' sites
- Responsible for client service and satisfaction
- Escalate challenging problems to manager/franchisee
- Re-books clients when possible
- Completes all necessary paperwork
- Maintain gas level in van
- Maintain cleaning schedule of van
- Monitors supply levels and reports deficiencies to manager/owner
- Reports and/or repair problems with equipment
- Assists in all marketing efforts
- Winterizes units if necessary

STAFF SCHEDULING

- You or your manager should review the appointment schedule for the following week and coordinate staff accordingly.
- Make sure type of pet suits staff member.
- Timing is crucial so it is imperative that routes are reviewed for the following week to make sure towns are coordinated to maximize daily time schedule. Rearrange, if necessary, without causing an inconvenience to the clients.
- Notify staff of any cancellations or changed with their schedule as soon as possible
- Staff should be scheduled on a regular schedule.
- Staff should notify the manager two weeks in advance for days off needed and one month in advance for vacation time needed.
- If a staff member is unable to report for scheduled shift and could not find someone to cover it they should attempt to coordinate with other staff members to cover the shift.



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SPECIAL CIRCUMSTANCES

Not all days go smoothly. All staff should report for scheduled shifts, including snow days unless otherwise contacted by the owner/manager.

****You should have an inclement weather policy**.**

IMAGE SUMMARY

Our policy is that you must ensure your employees present a neat, clean, and professional image to your clients.

APPEARANCE

All staff must be clean and well-groomed.

- Hair must be clean and combed.
- No excessive make up.
- No excessive jewelry.
- No ripped or dirty clothing should be worn.
- Shoes must be clean and have no holes.

DRESS CODE

All staff must comply with our dress code and must be in full work attire when they report for work.

Acceptable Dress

- Both men and women should wear a clean pair of blue jeans, waterproof nylon jogging pants (lined or unlined), or leggings and a clean Zoomin Groomin™ smock (for groomers).
- Must wear shoes. (No open toe shoes).
- All employees must also wear additional safety equipment when required.
- Smocks must be taken home daily and kept clean.

Unacceptable Dress

An employee should never wear any of the following:

- Stained tops
- Short shorts
- Sandals
- Torn clothing
- Torn or dirty shoes
- See through or revealing clothes.



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CONDUCT

- Use of drugs or alcohol in the workplace will not be tolerated.
- No cell phone use while driving.
- No smoking when working.
- No visitors when working.
- No chewing gum when working.
- No eating or drinking while working with clients.
- No personal telephone calls during work hours unless it is an emergency.

EVALUATION SUMMARY

Our policy is that you should conduct regular evaluations and salary reviews.

EVALUATIONS AND SALARY REVIEWS

Measuring Job Performance

You should be giving continuous feedback (positive and negative) to your employees regarding their performance.

Everything must be documented.

Evaluations should cover the following:

- Job performance
- Personal attitude
- Enthusiasm
- Involvement
- Attitude toward clients
- Areas of strength
- Areas to be improved
- Improvements since previous evaluation
- Goals for next evaluation.

Evaluation Periods

Evaluations are to be conducted by the manager and/or Franchisee.

All employees should be evaluated six months after the date of hire, and every year thereafter.

All evaluations must be in writing and signed by the manager, franchisee, and the employee.

Evaluations must be kept confidential.

Employees must be notified in writing of any wage changes.

Copies of evaluations and pay rate changes must be kept in the employee's personnel file, and a copy given to the employee.



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HOLIDAYS

You should be open when client's need your services.

VACATION

You should avoid offering vacation time, except what is required by Federal law.

SICK TIME

Employees who are absent due to sickness, are expected to cover their own shifts when possible and notify the manager at least three (3) hours prior to their scheduled shift.



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