



Zoomin Groomin Operations

MOBILE PET SERVICE OPERATIONS PHILOSOPHY

This section discusses how to manage your mobile pet business. It is important that you understand how to manage scheduling, operation, and maintenance of your mobile pet business. This area of the operation is critically important because you and/or your employees that perform these tasks will be interacting with the clients and delivering legendary service. If our clients do not have a legendary experience with us, it will negatively impact the Zoomin Groomin™ brand and everyone in the system.

POLICY SUMMARY

It is our policy that you should operate your vehicle according to the manufacturer's operating instructions as well as all Federal, State, and Local laws.

DRIVING RULES AND REGULATIONS

You should always follow all Federal, State, and Local laws regarding operating a vehicle. Consult your Department of Motor Vehicles for copies of the rules and regulations.

VEHICLE OPERATING INSTRUCTIONS

All vehicles will come with operating instructions, and these instructions should always be followed. If you are missing instructions, contact the manufacturer to obtain a copy. Make sure any employee operating the vehicle knows where the instructions are kept. Follow the manufacturer's guidelines and preventive maintenance schedules to minimize unscheduled repairs and down time.



Zoomin Groomin Operations

EQUIPMENT POLICY SUMMARY

Our policy is that you should operate all equipment strictly in accordance with the equipment manufacturers' operating instructions. You should follow the manufacturer's guidelines and preventive maintenance to minimize unscheduled repairs and down time.

EQUIPMENT MANUFACTURERS' OPERATING INSTRUCTIONS

Manufacturers provide operating instructions for all equipment. If you don't have a manual or operating instructions for a piece of equipment, you are responsible for contacting the manufacturer and obtaining the proper operating instructions.

You should operate all equipment in a safe manner according to manufacturers' instructions.

You should follow the manufacturer's guidelines and preventive maintenance to minimize unscheduled repairs and down time.

APPROVED COLOR SCHEME

Any repair work should match the original specifications.

MAINTENANCE

You should maintain all equipment and vehicles in accordance with manufacturers' maintenance schedules. Equipment should be covered by a service contract with a reliable service company.

If available, using service contracts will give you access to professional help and will extend the life



Zoomin Groomin Operations

of the equipment This will also help with budgeting by eliminating unforeseen cash outlays.

All repairs should be performed immediately upon learning of the problem. This will save you time, money, and will have a positive effect on your clients' perception.

EXTERMINATING

Your vehicle should be free of fleas, ticks, and any other insects.

A natural flea and tick premise spray should be used weekly or as needed to ensure the vehicle is flea and tick free. (see supply list)

You or your employees should not use or keep poisons or pesticides in your vehicle.

FILLING FREQUENCY GUIDELINES

Your clear water tank holds approximately 70 gallons of water and will need to be filled completely at the beginning of every shift. You can gauge how full your tank is by looking at the digital controls or the line on the tank window.

DRAINING FREQUENCY GUIDELINES

You should drain your onboard tank every time you need to refill the clear water tank and at the end of every day during cold weather to prevent freezing.



Zoomin Groomin Operations

You can gauge how full your tank is becoming by the digital controls or just looking at the tank.

GRAY WATER DISPOSAL REQUIREMENTS

Use your own discretion as to proper draining and be sure to check with your local government for guidelines.

TOWEL SERVICE

It is your discretion as to whether you prefer to wash dirty towels daily, use a local cleaner drop-off service, or use a professional towel pick-up service. We recommend that you use a towel service such as Cintas to deliver fresh towels every week and revolve the used dirty towels.

EACH VEHICLE should HAVE

iPad or tablet with internet access and cell service.



Zoomin Groomin Operations

REQUIRED NEATNESS/APPEARANCE

You should maintain a neat, clean, and consistent image. All vehicles should present the proper image to our clients. Therefore, your vehicle should be always kept meticulously neat and clean.

PRESENTATION

Cleanliness plays a key role in the presentation to your clients. Exterior should always be clean. This can affect the amount of calls you receive from prospective clients having seen your van on the road. Clients can see your van unlike the grooming section of a stationary salon.

The interior of your van should be maintained as presented as follows:

- Steps leading up to salon area should always be kept clean.
- The interior of your van should be kept as a sterile environment, including cab area.
- The working area should be cleaned after each appointment.
- All windows should remain clear, so items are not visible from outside.
- All products and tools should be organized.
- Van should have a fire extinguisher and first aid kit.
- Back of van can be used for storage.

Cleanliness

Follow these procedures daily:



Zoomin Groomin Operations

- Drain water from tanks every night.
- Replace dirty towels with fresh ones.
- Vacuum and blow out any loose hair and empty shop vac into trash
- Wipe down sink, walls, floor, table, counters, etc with Pure Oxygen or similar product to kill germs
- Clean blades, scissors, etc with blade disinfectant to kill germs.
- Rinse mud/salt off in between cleanings during rainy or snowy weeks.

Beginning of every shift:

- If plugging in the van overnight to prevent freezing - wrap up extension cord and leave it in the back of the van.
- Fill water
- Stock van with supplies and clean towels
- Get schedules for day

End of every shift:

- Fill Gas Tank
- Drain water from both tanks – clean and dirty
- Clean working space thoroughly – use ZipWash, or paper towels and Pure Oxygen to wipe down



Zoomin Groomin Operations

sink area, walls, table (in between slats! & base), windows, ceilings, floor, outside step, etc...

- Place dirty towels in towel bag.
- Wash tub and bathing system.
- Dispose of trash.

WEEKLY CLEANING SCHEDULE

- Clean all storage areas – clean out hair, trash, etc...
- Use Pure Oxygen or similar product to wipe down area and storage areas – ORGANIZE them
- Clean filters of air conditioner. Pull filters out of A.C. – wash off and clean. (Hair gets in there and gets smelly)!
- Clean out bottle holders along sides
- Remove light covers to clean out trapped hair
- Wash exterior of van thoroughly
- Clean front of cab and between seats – take everything out – organize and wipe down, wipe down windows, clean in far back of van

ANYONE SHOULD BE ABLE TO GET IN YOUR VAN AND FEEL COMFORTABLE USING IT AND YOU NEVER KNOW WHEN A CLIENT MAY WANT TO TAKE A PEEK!



Zoomin Groomin Operations

Winterization

Precautions need to be taken in the northern areas during the winter months.

If possible, it is ideal to store your vehicle in a garage overnight. Small portable space heaters may be needed, or thermostat set at 55 in the Salon to prevent freezing of pipes. Both fresh water and gray water tanks need to be drained each night. Failure to properly prepare the vehicle could result in freezing of pipes and water pump.

Fill hoses need to be stored where they will not freeze, for example, in the far back of the van during the day and in the van at night. Also, do not forget about your outdoor waterspout, it needs to be prepared for freezing weather; insulated, drained daily or left on slightly during freezing temperatures to prevent it from freezing up. You may select to use the large containers of spring water if it is more convenient and forgo filling the water tanks in the van.



Zoomin Groomin Operations

COORDINATING SCHEDULING STANDARDS

The manager should be responsible for the appointment schedule.

You should make sure appointment times are agreed to with your clients. During all conversations with the client, you should let them know that on occasion because of unforeseen circumstances the staff could run a little late or be a little early. Let the client know that they will be notified in either case.

The beginning of the week is the busiest for incoming calls, so it is imperative that calls are answered live or returned within two hours.

If incoming calls are not answered during business hours they should be returned before starting the day.

Open appointments for the present week can be filled with these client calls.

CUSTOMER APPOINTMENTS

Always ask the customer if they are familiar with our services and familiarize them as necessary.

***(Refer to Customer Dialog on the Doghouse) ***

When scheduling an appointment always use the screening form for new clients.

Make sure to confirm the date and time with the client.

Make sure you have the correct address along with the correct spelling. Ask client for landmarks and intersections.

You should make sure you appropriately schedule all appointments so clients' needs can be met while



Zoomin Groomin Operations

managing your route efficiently.

You should schedule clients within close proximity to one another whenever possible.

If the client is not going to be present, make sure you get clear directions on how to retrieve and return the pet.

Clients should always be present for the first appointment so they can become familiar with our services and introduce the pet to the groomer.

Always give the client a window of time for your arrival.

Our scheduling system automatically sends an email confirmation to clients 24 hours prior to their appointment. It is also good for you to personally make confirmation calls in the event they do not receive the email. It is preferable to make these calls during the day to not disturb clients during the evening.

Customer Not Present

If the client is not going to be present, be sure you get very clear directions of how to retrieve and return the animal. Payment should be left at a specified location. However, it is our policy that customers should always be present for first appointments to become familiar with our service and to introduce pets to staff members.



Zoomin Groomin Operations

LOCATION STANDARDS

Locations To Avoid

Directly on dangerous roads or in dangerous intersections

Highly sloped areas

When you arrive at the client's location, confirm instructions for servicing the pet by reviewing your information sheet and discuss specifics with the owner. Remember that the comfort of the pet is the focus, so make sure you and your van are presentable for interaction with the client.

When servicing multiple pets at one location service time will most likely run quicker, however, when scheduling adheres to the appropriate time frame per pet.

POLICY SUMMARY

You and your designated employees should follow all the standards and procedures for servicing pets at the specified locations in a timely and professional manner

SERVICE TIME STANDARDS

Clients are often quite anxious, they have coordinated their day to accommodate us, and they do not appreciate the added stress of waiting around for us to arrive. Service times vary for different breeds, so schedule accordingly. It is important to communicate with the client if you are running early; (they may not be able to leave until a specified time) or late. Repeated lateness will not be tolerated within the franchise.



Zoomin Groomin Operations

You and/or your staff should contact the client ahead of time if the schedule is off.

When some appointments run longer, eventually some will run shorter and your schedule will catch up.

NOTE: Regular clients should be on a five-to-eight-week fixed schedule. They will receive an email reminder (we recommend you set this for 24 - 48 hrs prior) when each of their future appointments is due.

Our scheduling system will automatically notify clients who have not used our service for eight weeks that appointments were scheduled, make follow-up calls to clients that are ready for service.

****Refer to Customer Dialog in the DOGHOUSE)****

QUALITY STANDARDS

You should ensure that all jobs are completed to the full satisfaction of the client. Further, each job should meet the quality standards of Zoomin GroominTM set forth in training.

Client and employee safety comes before business.



Zoomin Groomin Operations

Emergency Procedures

Impending storm

Use common sense. Check and see what your neighbors and clients are doing. If you anticipate a severe storm (hurricane, tornado, etc), you should not operate and give enough advance notice so employees get home safely.

Fire or Water Damage

In this event close the vehicle until it is completely restored and meets our standards to return and is allowed to resume business by the local authorities (health board, etc..

Vehicle Damage

Broken windows and doors should be boarded up and repaired immediately.

Body repair should be completed as soon as possible.

Appropriate insurance and if necessary, police reports should be filed in a timely manner, do not wait.

Power outage

If you are the only one experiencing the outage, call your utility company. If the outage is in the evening and it is determined dangerous to be on the road, close the vehicle if it threatens the safety and security of your employees.