



How to Select a Groomer Candidate

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

- If you cannot oversee the day to day operations yourself you should look to hire a grooming manager to oversee grooming operations. Once hired, the grooming manager should be qualified to train additional groomers for you.

In selecting a prospective groomer, a business owner should look for the following qualifications:

1. A first groomer, or lead groomer should be your first hire. This should be an experienced groomer with extensive knowledge of at least 20 dog breeds. Common breeds that owners have groomed in both shops and mobile include shitzus; frizes (bishons, malteses poodles); and large breeds such as retrievers, St. Bernards, mountain dogs, etc.
2. It is advisable for groomers who claim to be experienced have no less than 2 years of provable background experience. This can be verified through their resume, a reference check and basic question and answer type test administered by the business owner or ZG trainer.
3. Inexperienced groomers should possess an understanding of canines in general. Training will involve basic profiling of breed behaviors. But, they will also learn that there will be exceptions to the rule, so the groomer must remain open minded and not pre-judge a dog by the profile of its breed.
4. A groomer is your ambassador and must possess good communication skills, must be a good listener and be open to new ideas that may help them possibly be more efficient in the way they groom an animal. They must be charismatic in nature, due to the one on one contact with both clients and animals. First impressions are very important, so during the interview process, the business owner should be able to determine at that time what type of personality the prospective groomer has.

The success of your location depends largely upon the quality of staff you hire.

Overall Groomer Qualifications

Each groomer must:

- Be eligible to work under all Federal, State, and Local laws
- Be approved and certified by a ZG trainer
- Complete our operational training program consisting with a ZG trainer
- Be able to work as a member of a team
- Have own up to date, well kept, grooming tools
- Be flexible and able to work the required hours. Be able to learn, or be retrained, using our methods and procedures
- Be neat and well groomed
- Be pleasant and have an upbeat personality
- Be dependable, reliable and prompt
- Be able to follow directions
- Have good and verifiable references
- Show self confidence and initiative
- Have a valid driver's license, adequate car insurance, and a clean driving record.

There is no single answer to satisfy your recruiting needs. You have several major recruitment sources available to you.

There are many community groups that can assist in your recruiting efforts. Make and maintain contact with civic leaders and church officials. You should be familiar with people in groups such as:

- Chamber of Commerce
- Grooming Vocational Schools
- Community Colleges
- State/City Employment office.
- Vets, Kennels, Pet Stores

INTERVIEWING

When

Schedule second or final phone screening interviews, if possible, as a conference call with you and a ZG trainer. The trainer can ask key questions and assist in evaluating the candidates.

Where

Schedule second interviews with viable candidates back-to-back if possible. If you operate out of your home, you should choose a common meeting place to conduct the interview, such as a restaurant or coffee shop. Do not rush the interviews, but try to limit them to thirty (30) minutes. This is enough time to form an impression of the applicant's attitude, appearance, enthusiasm, etc.

How Many/How Long

Try to have two (3) interviews. The third interview should consist of the groomer/driver candidate spending a day in the field with you and sample customers.