

## VAN WALKTHROUGH TOPICS TO COVER

### FONT CAB

- Driving expectations
  - Safety
    - AVOID PALLISADES PARKWAY
  - Presence and company image
  - Van dimensions
    - **Van clearance 11'**
- Apple/Android car play
- Card reader
- Credit card and Receipts

### SALON

- Functionality of space and equipment
  - Table
  - Tub and Faucet
  - Dryers
  - Heater
  - AC
  - Gray water tank and release valve
- Storage

### BACK OF VAN

- Generator
  - How to operate/ different settings
  - Troubleshooting
- Water tank and lines
- Pump, heater, vacuum, and electrical box

## MOEGO 101

- **Reading the schedule**
- **Pet and owner information**
  - Notes
  - Comments
  - Alerts
- **How to look at upcoming scheduling**
- **Messenger features for client communication**
- **Where services are located**
- **Check in/ check out**
- **Understanding each service and when to change to a different service**
- **How to enter cash or check payments into Moego**
- **Converting from credit card (CC) to cash payments**
- **Sending payment link if trouble with card reader**
- **Rebooks**
- **Smart Scheduling**
- **Groom report**



# Groomer Training Manual

## COMPONENTS OF EACH APPOINTMENT

### 1. ANALYZE APPOINTMENT DETAILS

- a. Pet name, breed, and service
- b. Understand alert notes or/and comments

### 2. TEXT THE CLIENT ETA BEFORE ARRIVING. "HI JANE, I AM ON MY WAY. ETA IS 12:34, SEE YOU SOON!"

### 3. PARKING THE VAN

- a. Pull in or back into driveway if space is available. **CAUTION – SOFFITS, BASKETBALL HOOPS, MAILBOXES, BRANCHES, etc.**

OR

- b. park on street is not busy.

### 4. SET UP VAN PRIOR TO GREETING THE PET CLIENT

### 5. GREET PET AND THEIR PARENT!

- a. Inspect/analyze pet for anything out of the ordinary (Matting, Bumps, Wounds, Ticks, Fleas)
- b. Have a conversation with owner on anything that is out of the ordinary
- c. Consult with the owner on groom specifics or desired style
- d. Educate pet parent on breed if it is required
- e. Ensure pet parent that their fur baby is in good hands

### 6. BRING PET BACK TO THE VAN

### 7. TAKE PICTURE OF PET PRIOR TO GROOM

### 8. GROOM

### 9. ONCE GROOMED, APPLY BANDANA/BOWS ETC. AND TAKE POST GROOM PICTURE

### 10. BRING PET BACK TO PET PARENT – BRING THE CARD READER

### 11. DEBRIEF PET PARENT ON GROOM. (ANYTHING THEY SHOULD BE AWARE OF – NO MATTER HOW SMALL)

- a. Matting, quicking, knicks, pooping/peeing, behavioral concerns/recs
- b. Justification for any additional charging (matting, special handling, impacted coat)

### 12. COLLECT PAYMENT

### 13. ASK FOR THE REBOOK

### 14. LIGHT CLEAN OF THE SALON – WE ALWAYS WANT TO LOOK PRESENTABLE FOR THE NEXT CLIENT.

### 15. PUT AWAY GENERATOR AND CHECK FOR WATER/GAS LEVELS

### 16. IF TIME, CAN COMPLETE GROOM REPORT IN MOEGO PRIOR TO LEAVING FOR NEXT APPOINTMENT – BE SURE TO INCLUDE ANY EDUCATION PROVIDED TO PET PARENT

## OUR PACKAGES

*\*A MOBILE FEE: "ONE HAPPY DOG/CAT MOBILE FEE" – IS INCLUDED IN EVERY GROOM.*

*ON AVERAGE IT IS \$30, BUT IF A CLIENT HAS A DISCOUNT APPLIED, IT WILL BE INDICATED HERE\**

### POODLE/DOODLE

- Full groom package: All over haircut, bath, blowout, nail trim, teeth cleaning, ear cleaning & bandana/bows/bowtie/tie
- Required for new customers who have Poodle/doodles
  - If maintains a minimum of 4-6 week groom schedule, can alternate booking between full groom and tidy/bath

### ALL OVER HAIR CUT

- All over haircut, bath, blowout, nail trim, teeth cleaning, ear cleaning & bandana/bows/bowtie/tie
- If doing any trimming on back, skirt, chest, etc.– this is a full haircut

### TIDY TRIM

- Trimming to face/feet/sanitary area, bath, blowout, nail trim, teeth cleaning, ear cleaning & bandana/bows/bowtie/tie
- NO TRIMMING TO BODY → if requesting trimming beyond face/feet/sanitary area – full haircut
  - Only perform full haircut if you have enough time
  - If you do not have enough time, rebook at a sooner date where we can come back for full haircut

### BATH & BLOWOUT

- Bath, blowout, nail trim, teeth cleaning, ear cleaning & bandana/bows/bowtie/tie
  - If you wish, can trim between paw pads, but if shaping up feet, need to charge for a feet trim (\$10 additional, located in add ons)

## CAT PACKAGES (SHORT HAIR, LONG HAIR & XL CAT (>15 LBS) CATEGORIES)

### *BATH PACKAGE*

- Bath, blowout, nail trim, teeth cleaning, ear cleaning & bandana/bows/bowtie/tie
  - If cannot get into tub, can use dry shampoo

### *HAIRCUT PACKAGE*

- Haircut, nail trim, teeth cleaning, ear cleaning & bandana/bows/bowtie/tie
  - Any amount of trimming falls into the haircut package

### *BATH & HAIRCUT PACKAGE*

- Full haircut, bath, blowout, nail trim, teeth cleaning, ear cleaning & bandana/bows/bowtie/tie
  - If cannot get into tub, can use dry shampoo

## ADD ONS

### COAT MANAGEMENT

#### *Matting Fee*

- We do not de-mat. We can cut out or shave under the mats. Before shaving a pup down, **YOU MUST** discuss matting with pet parent.
- Depending on severity, we offer 2 different subcategories that break down into weight classes (<50 lbs, 51-100 lbs) and severity of matting
  - Minor
  - Severe
- It is up to your discretion if the matting is minor or severe. If you charge this fee, please educate pet parent on recommended groom schedule
- If you are booked for a bath or tidy only and the pup is completely matted, discuss with pet parent that groom will need to be changed to a full haircut and a severe matting fee will be applied.

#### *Impacted Coat Fee*

- Can charge when double coated dog's coat has been neglected and requires additional time
- Broken down into weight class (< 50 lbs, 51-100 lbs, >100 lbs)
- If not booked with a de-shed, charge both de-shed and impacted coat fee
- Educate on importance of a groom schedule



# Groomer Training Manual

## *De-shed treatments*

- Short Hair
- Long Hair
- Double coat (<50 lbs, 51-100 lbs, >100lbs)

## **PAWDICURE**

- Nail trim, teeth cleaning, ear cleaning, quick brush and spritz of cologne/perfume

## **SPECIAL HANDLING**

- Rate is \$1/minute
- This can be applied to anxious or aggressive pets, pets who cannot stand for >10 minutes, experiences like pet pooping in tub or table that require you to spend extra time with the pet
- Pet parent asks for highly specific groom style (i.e. stylized poodle cuts, Asian fusion, show coats, etc)
- Need to keep pet parent updated and discuss why this is being charged

## **ADDITIONAL HOUSEHOLD PET NAIL TRIM**

- If additional pet in that household needs nails trimmed **while at house for a groom**, can perform for additional \$25

## **ANAL GLAND EXPRESSION**

- \$10 and can be done at pet parent's request or if noticing they really need to be expressed and have discussed with pet parent

## **FEET TRIM**

- Can be done to clean up grinchy feet during a bath and blowout or additional household nail trim