



Script for Groomers at Beginning and End of Appointment

Conversation at the Door with Pet Parent After Appointment

Groomer: *Knocks on the door and greets the pet parent*

"Hi there! I'm [Your Name] from Zoomin Groomin. I'm so excited to meet [Pet's Name] today!"

After greeting the pet

"Aww, [Pet's Name] is such a cutie! Before we get started, I just want to go over a few things to make sure we give them the best grooming experience possible."

Questions/clarifications

"Is there anything special you'd like us to focus on today? Maybe a certain length for the haircut or any particular areas that need extra attention?"

"And how is [Pet's Name] usually with grooming? Any sensitivities or things that make them nervous?"

At this point, the groomer should gently run their hands over the pet, checking for any mats, skin conditions, or anything else that might need special attention before the grooming begins.

Groomer: "I'm just going to quickly check for any mats, skin issues, or anything else that might need extra care during the groom."

Groomer: "Don't worry—I'll take great care of [Pet's Name]. We like to keep things calm and comfortable, so they'll be in good hands! I should be back in about [estimated time]. If I notice anything during the groom, I'll be sure to let you know."

Conversation at the Door with Pet Parent After Appointment

Groomer: [Brightly] "Hi there! Here's PET NAME, doesn't he/she look amazing after the groom! How do you think they look? PET'S NAME did so well and was comfortable!"

Client: [Responds with compliments]

Groomer: "I'm so glad you're happy! To keep that beautiful look going, let's go ahead and schedule your next appointment. Regular grooming really helps with their coat and overall health."

Client: [Might ask about scheduling]

Groomer: "How about we book it for [suggest a couple of options]? What works best for you?"

Client: [Responds, maybe says, "I'll call you to reschedule."]

Groomer: "I totally understand! Just so you know, we like to make sure we can get you the first available slot that works for your schedule. How about we pencil something in now? If anything comes up and you need to change it, we can easily reschedule, but this way, we've got you on the books."

Client: [Agrees or confirms a reschedule plan]

Groomer: "Awesome! So that's [repeat the date and time]. I'll send you a reminder as it gets closer, too."

Client: [Agrees]

Groomer: "Perfect! Now let's take care of payment. Your total today is [amount]. How would you like to pay?"

Client: [Responds]

Groomer: "Thank you so much! Here's your receipt. If you have any questions or need to adjust your appointment later, just reach out. We can't wait to see you both again!"