



| | Monday | Tuesday |
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| 8am | Who & why we're here / Facility tour / Summary of daily events by department | Bathing/ Drying |
| 9am | Orientation Checklist/ Stress signals/ Body language | Tough client conversations /breed & age-specific topics |
| 10am | Healthy Care Warranty program / Records, ERFs, contracts | Scheduling appointments/ Client interactions / Quotes & pricing |
| 11am | Department meeting | Lunch |
| 12pm | Lunch & Learn w/Jenn | Operational Department Review |
| 1pm | Communicating groom and/or bath instructions | Staffing-to-volume / Scheduling / Workflow |
| 2pm | In-wall vac system / Chemicals / Room service | Staff selection / Training |
| 3pm | Product & equipment needs / Vendor suggestions | Employee Development Conversations |
| 4pm | Department chores / Facility maintenance | Attendee Q & A |
| 5pm | | Dinner with the Lockers |