



PET CARE
FACILITY MANAGEMENT
 BOOT CAMP

3-Day Curriculum Daycare Manager

	Monday	Tuesday	Wednesday
8am	Who & why we're here / Facility tour / Summary of daily events	Group Selection	Client intro & exit interactions
9am	Orientation Checklist/ Stress signals/ Body language	Moving groups to play areas/ Gate work	Activities in Group
10am	Healthy Care Warranty program / Records, ERFs, contracts	Daycare specific care & health topics	Staff selection / Training
11am	Temperment Testing	Tough client conversations / breed & age-specific topics	Staffing to volume/ scheduling/ work flow
12pm		Lunch	Department meeting
1pm	Lunch & Learn with Jenn	Emergencies / Vet care & consults / Changes in behavior & health	Lunch
2pm	Documentation of appetite, elimination and feedings	Product & equipment needs/ Vendor suggestions	Enrichment and daycare alternatives
3pm	In-wall vac system / Chemicals / Room service	Operational Department Review	Employee Development Conversations
4pm	Facility maintenance	Bringing DC group to a close	Attendee Q & A
5pm		Dinner with Lockers	