



**3-Day Curriculum - Lodging Manager**

|             | <b>Monday</b>  | <b>Tuesday</b>   | <b>Wednesday</b>                                     |
|-------------|--|--|--|
| <b>7am</b>  |  | Morning buddy system / 1st rotation  |  |
| <b>8am</b>  | Who & why we're here / Facility tour / Summary of daily events | Meal prep & delivery / Breakfast hot topics  | Staffing-to-volume / Scheduling / Workflow           |
| <b>9am</b>  | Orientation checklist / Stress signals / Body language         | Pet intro & exit evaluations / Inventory of belongings                                     | Staff selection / Training                           |
| <b>10am</b> | Healthy Care Warranty program / Records, ERFs, contracts       | Operational Department Review  | Employee development conversations                   |
| <b>11am</b> | Documentation of appetite, elimination and feedings            | Lunch  | Cattery care topics                                  |
| <b>12pm</b> | Lunch & Learn w/Jenn   | Tough client conversations / Long-term, breed & age-specific topics                        | Lunch  |
| <b>1pm</b>  | Walk- thru / Medication protocols                              | Emergencies / After-hours client care / Vet care & consults / Changes in behavior & health | Department meeting                                   |
| <b>2pm</b>  | In-wall vac system / Chemicals / Room service                  |  | 2nd Rotation / Closing hot topics                    |
| <b>3pm</b>  | Product & equipment needs / Vendor suggestions                 | Client intro & exit interactions (Lodging)   | Checking in & out a pet (Office) / Client info forms |
| <b>4pm</b>  | Lodging chores   | Facility maintenance   | Attendee Q & A                                       |
| <b>5pm</b>  |  | Dinner with the Lockers  |  |