



	Monday	Tuesday	Wednesday
8am	Who & why we're here / Facility tour / Summary of daily events by department	Occupancy / Pricing / Chart of Accounts	Communications in Groom and/or Bath departments
9am	Orientation checklist/ Stress signals/ Body language	Tough client conversations / Long-term, breed & age-specific topics	Department chores/ Facility maintenance
10am	Healthy Care Warranty program / Records, ERFs, contracts	Emergencies / After-hours client care / Vet care & consults / Changes in behavior & health	Operational Department Review
11am	Documentation of appetite, elimination and feedings	Walk- thru / Medication protocols	Staff selection / Training
12pm	Lunch & Learn w/Jenn	Lunch	Lunch
1pm	Department meeting	Software & sales tracking / KPIs	Staffing to volume / Scheduling / Work flow
2pm	New clients & add-on sales / Building current clients	Reservation Specialist	Employee Development Conversations
3pm			Advertising "other" / Report cards & parties / Marketing
4pm	Pet intro & exit evaluations / Belongings inventories	Checking in & out a pet / Client info forms	Attendee Q & A time
5pm		Dinner with the Lockers	