

**2-Day Curriculum**

	<b>Thursday</b>	<b>Friday</b>
<b>7am</b>		
<b>8am</b>	Who & Why We're Here / Facility tour / Summary of daily events	Job Descriptions /On-boarding / HR documents
<b>9am</b>	Healthy Care Warranty program/ Records, ERFs, and contracts	Staff selection and training/ Staff retention (by department)
<b>10am</b>		Bonus structures / Commission agreements
<b>11am</b>	Manager Meeting	Staffing-to-volume by department / Software and sales tracking / KPIs
<b>12pm</b>	Lunch	Lunch & Learn w/Jenn
<b>1pm</b>	Tough client conversations/ Long-term, breed & age- specific topics	Client intro & exit interactions (Lodging)
<b>2pm</b>	Emergencies/ After-hours client care/ Vet care & consults/ Changes in behavior and health	Reservation Specialist
<b>3pm</b>		New clients & add-on sales / Building current clients
<b>4pm</b>	Pet intro & exit evaluations / Belongings inventories	Client-led topics
<b>5pm</b>	Dinner with Lockers	