

3-Day Curriculum

	Monday	Tuesday	Wednesday
7am		Morning buddy system / 1st AM rotation	
8am	Who & why we're here / Facility tour / Summary of daily events by	Meal prep and delivery / Breakfast hot topics	Checking in & out a pet / Client info forms
9am	Orientation Checklist / Stress signals / Body language	Pet intro & exit evaluations / Inventory of belongings	Bathing / Cattery care topics
10am	Documentation of appetite, elimination	Daycare-specific care & health topics	Healthy Care Warranty program / Records, ERFs, and contracts
11am	Walk- thru / Medication protocols	Lunch	Staff selection / Training by department
12pm	Lunch & Learn w/Jenn	Tough client conversations / Long- term, breed & age- specific topics	Lunch
1pm	Managers meeting	Emergencies / After-hours client care / Vet care & consults / Changes in behavior & health	Staffing-to-volume by dept / Software & sales tracking / KPIs
2pm	In-wall vacuum system / Chemicals / Room service		Bonus structures / Commission agreements
3pm	Product & equipment needs / Vendor suggestions	Client intro & exit interactions (Lodging)	Advertising "other" / Report cards and parties / Marketing
4pm	Lodging chores / Facility maintenance	New clients & add-on sales / Building current clients / Reservation Specialist	Client-led topics
5pm		Dinner with Lockers	

