



Giving Tours



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Introduction

All employees, at some point, will be required to give tours of the facility. Remember you are representing the Country Club Pet Resort and your customer relations approach will leave a lasting impression on perspective clients.

Tour Stop Points

Office

Introduce yourself to the customer(s) and always make eye contact with them as you talk to them throughout the tour.

Make sure they have all of the pamphlets

As you walk them into the Indoor Playschool area ask them:

"What type / breed of pet do you have?"

"What is its name(s)?"

Indoor Playschool

Enter the indoor playschool hallway and stop at the holding door. Say to them:

"Our goal is to make (their dogs name) stay at the Country Club fun and enjoyable. When you bring your dog in take a moment to say goodbye then we will use your leash to take your dog(s) back to the waiting area. This area is for them to relieve themselves after their car ride. They are in this area for five to ten minutes while we process your paperwork and call your dogs caregiver to come get your dog(s) and their belongings. They are then taken to their room."

Window

Stop at the window and say:

"All of the holding and gravel runs are covered so they are sheltered from the wind and snow in the winter and the heat in the summer. Cool air is vented into the area in the summer so the dogs stay cool and comfortable."

Point out the indoor / outdoor setup and say:

"The indoor / outdoor kennels are generally reserved for families of two or more dogs or dogs who are better suited to run in and out."

Aerial Photo

Next stop at the large aerial photo of the Country Club Pet Resort and explain:

"This is an aerial view of the property."

Point out the following areas on the photo:

- Where they drove in.
- Where they are now (main building).
- That the romping corrals go around the entire building.
- Where the off-leash parks are located.
- Where the pool off-leash is located.

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Just Outside The "A" Room Door.

Explain:

"We will be entering the "A" room where the little dogs are kenneled. The room is usually quiet since the dogs see us every day. They will be a little noisier as we walk through since they do not know you. So I will wait until we are outside the room to talk."

"A" Room

Enter the room making sure that the door has been closed behind the tour group.

Explain:

"The cement runs you saw through the window are part of these indoor /outdoor kennels. Each dog is an individual and we do our best to cater to their individual needs." "Also, the floors in the main building are heated so the dogs are very comfortable."

Move the group to the unders and up-top kennels and explain:

"Many dogs like a smaller area especially if they are use to being crated during the day when their owners are at work. They tend to do well in these kennels. Smaller dogs like the up-top kennels since they can see and are often carried outside by their caregivers, giving them lots of one-on-one attention."

Explain the bedding.

"We supply all of the bedding if your dog is ok with and enjoys bedding. We supply it for your convenience so you don't need to bring any beds or bedding from home. For sanitation reasons we do not allow outside bedding."

"A" Gravels

As you walk the group through the gravel run walkway area on your way to romping explain:

"Other than when the dogs are eating or being groomed and cuddled they are out in the gravel runs or in the romping corrals. The gravel runs allow each dog an opportunity to be outside if they do not have outside access. The gravel runs are cleaned constantly throughout the day."

Proceed to the romping corrals walkway.