



Meet Honest Kitchen Customer Service Lead Liz

October 3, 2017

In honor of National Customer Service Week, we're introducing you to our amazing Customer Service Team so you can get to know the faces and names behind the phone calls and emails.

First up is our Customer Service Lead Liz!

Where are you from?

I'm a rare, born & raised San Diegan!

If you were a dog what kind would you be?

I would be a mix between a Catahoula and Great Dane; I'd have unique black and white markings and I love playing as much as I love napping, because life's all about balance!

How long have you been with The Honest Kitchen?

It's been 7 years this month! I started as the receptionist, with only one pup in my pack. Since then I've worked in multiple departments and multiple pets have been added to my pack.

What was your first experience with The Honest Kitchen?

I actually fed [Thrive](#) to my pug for about a year before I started working for THK. Pug was diagnosed with diabetes and when my vet recommended the low-quality prescription food, I made it my personal mission to find the best food for my pug (and to find a new vet). That was 8 years ago and Pug is doing wonderfully; so wonderfully he's considered one of the spunkiest in the office!

What is your favorite customer service story?

I had been emailing with a customer back and forth about her dog's health issues and transitioning to our food. One day I was at a local dog park and a lady called out my dog's name. She then came up to me and introduced herself and her dog—she was the customer I had been working with for weeks and had recognized my dog Padfoot from my email signature! It was awesome to see her dog in person, where she gushed about his improved coat and increased energy, since switching to our foods. Seeing her and her dog's excitement and appreciation reminded me why I do what I do. And I'm not gonna lie, it was fun to be recognized in public like a dog-gone celebrity!

How many pets do you have?

Currently my pack consists of 4 wildboys; two pups, Pug & Padfoot and two kitties, Draco and Bagheera.

What are a few fun facts that you'd like to share with the Honest Kitchen universe?

- I'm the go-to Pug lady at the office. Everyone knows, if there's a Pug on it, it comes to me!
- My kitties Draco and Bagheera are brothers and were rescued by a friend from a dumpster. I swore I'd never have cats, but when I saw their photo, so little, fluffy and gray, I couldn't resist. They've since exposed my inner cat lady and there's no turning back!
- All my animals have more nicknames than I can count. Felix is also Pug, Chepowski, Chepitoburrito, Pug-a-saurus-rex and PUG (when he's in trouble). Padfoot, named for my favorite Harry Potter character, goes by Paddle, Paddlebear or Paddy. Draco is Draco Beetlejuice, Beety, Beetle, Kittyboo, or Kittennug. Bagheera goes by Geera, Bags, or Babyboo.
- Although I work with dogs and cats, Goats are actually my favorite animal and I cannot wait to have a goat farm one day!