

Doggy Walker

2015 SKillsUSA

National Conference Customer

Customer Service Contest

Doggy Walker

Darlene Howell, Owner

123 Main Street

Louisville, KY 64110

502-989-WALK (9255)

About Us

Doggy Walker has been keeping dogs happy since 1990. Today we still consider “doggy happiness” to be our specialty. Doggy Walker developed as an extension of Critter Sitters, our pet sitting service that was established in 1985. Our first midday client was a lady who was desperate to keep her dog, but her 14 hour work days were making it impossible. We wanted to help, but our pet sitters mostly worked mornings and evenings, and they weren’t too eager to commit to mid-day visits every M-F. We knew we had to help this lady keep her doggy! We finally managed to find a sitter willing to work the afternoon shift, and Doggy Walker division was up and walking! We knew we had to address this need. Soon we had multiple employees who just wanted to walk dogs in the afternoon. In fact, they loved the exercise, hours, and companionship. Some of our original walkers are still with us!

That was 25 years ago, and now we walk lots of dogs. Long commutes and busy Washingtonian-style work schedules often make it difficult for owners to fulfill all of their dogs’ needs during the week. Doggy Walker helps loving, but busy, dog owners keep their dogs happy and their rugs clean.

Doggy Walker would like to thank our wonderful clients who loan us their dogs for 30 minutes each day. You have no idea how many smiles, laughs, and funny stories you have provided us. Your dogs have taught us many things, and they never fail to improve our day. Thanks for making our tails wag!

Our Doggy Walkers

We are very proud of our staff of professional dog walkers. Each of our walkers is an employee of the company (not an independent contractor) and has completed our multi-step application process which includes a criminal background check, drug testing, and credit check. All of our walkers are adults who have one thing in common—a sincere love of dogs! Our employees range in age from their mid-twenties to mid-seventies, and most have professional backgrounds. Our staff is a mix of retirees, stay-at-home moms, students, writers, artists, and the self-employed. Many of our employees have been with us more than 10 years!

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Benefits of Mid-day Dog Walks

Puppies: (under 1 year): Daily mid-day visits help establish and maintain a housebreaking schedule. Proper housebreaking requires a consistent schedule of bathroom breaks for your puppy. Crate trained puppies need to get out every 3 - 4 hours for proper training and socialization. Your dog walker makes daily visits while you are at work. Not only is your puppy's schedule kept consistent, but he/she will also be socialized with someone other than the owner. Note: We schedule walks for puppies within a one-hour window.

Adult Dogs: Adult dogs need regular exercise to ensure good physical and mental health. Loving owners who work long hours can depend on Doggy Walkers to walk their dogs during the week when their time is the most limited. Crated dogs are particularly in need of a mid-day break. Over crating and under exercising can result in a hyperactive, under-socialized dog that is harder to live with and train. Doggy Walkers often works with clients in weaning dogs from their crate. Note: We schedule walks for healthy adult dogs within a two hour window.

Elderly Dogs: The elderly dog often needs more frequent bathroom breaks than he/she needed as a younger dog. When older dogs have accidents they often become stressed because they have been trained to go outside but just cannot "hold it" anymore. In addition, a frustrated owner may end up confining the older dog. Doggy Walkers can make daily afternoon visits to give the elderly dog his/her much needed bathroom break. This keeps both dog and owner happy! Note: We schedule walks for elderly dogs within a 1 - 2 hour window, depending on your dog's needs.

Visits

On each visit your dog walker will take your dog for a 20 – 30 minute walk (picking up and disposing of any waste), fill water dishes, give food and/or treats (if requested), and provide medications (if necessary). On extreme weather days, walking time with your pet may be reduced and replaced with indoor play time.

Multiple pets within a single household will be walked together (unless instructed differently). Doggy Walkers does not combine walks with other pets in the area. Only pets within the household are walked together.

Your dog walker will leave you a note at the end of each visit letting you know the time of their visit and how your pet's afternoon visit went. Your walker will also indicate if there were any accidents in your home or if anything unusual occurred during their visit. This is a good opportunity to keep track of your pet's routine, as well as confirmation of the time that your pet was let out.

Holidays

Doggy Walkers does not provide service on the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day. **** Although Doggy Walkers provides service on all other federal holidays, clients will not be charged if they cancel on a federal holiday.**

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Cancellations

The only way to cancel or change your walk is to call Doggy Walkers office. Requests made via a note or made by calling walkers directly are not honored. This policy ensures that we bill you correctly!

Power Pups:

Because each of our Power Pups clients has a reserved slot on one of our Doggy Walkers limited schedules, daily cancellations do not reduce your bill. However, you may "make up" the missed visit during the same week. "Make up" days are subject to your dog walker's availability. If you need to cancel your daily walk, please call our office at 703-989-WALK (9255) by 10:00 AM to ensure the walker gets the message in time.

Casual Pups:

Clients pay only for the walks they receive as long as they cancel with 24 hour notice.

Billing Cycle

Clients are billed on a 4-week bill cycle. Clients may choose to be invoiced and pay by check or be an "auto pay" client and pay by major credit card. Paying by check requires a credit card on file.

Billing Cycle

2015 Bill Cycles:

Jan 5, 2015 - Feb 1, 2015	Jul 27, 2015 - Aug 23, 2015
Feb 2, 2015 - Mar 1, 2015	Aug 24, 2015 - Sep 27, 2015
Mar 2, 2015 - Mar 29, 2015	Sep 28, 2015 - Oct 25, 2015
Mar 30, 2015 - Apr 26, 2015	Oct 26, 2015 - Nov 22, 2015
Apr 27, 2015 - May 24, 2015	Nov 23, 2015 - Dec 20, 2015
May 25, 2015 - Jun 28, 2015	Dec 21, 2015 - Jan 17, 2016
Jun 29, 2015 - Jul 26, 2015	

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Power Pups Rate Sheet

Standard Visits 20-30 minutes each	5 walks per week	4 walks per week	3 walks per week	2 walks per week	1 walk per week
1 Doggy	\$14.00 per visit	\$16.00 per visit	\$18.00 per visit	\$20.00 per visit	\$22.00 per visit
Extra Walks	\$12.00	\$14.00	\$16.00	\$18.00	\$20.00
2 Doggies	\$17.00 per visit	\$19.00 per visit	\$21.00 per visit	\$23.00 per visit	\$25.00 per visit
Extra Walks	\$15.00	\$17.00	\$19.00	\$21.00	\$23.00

Mini-Visits 15 minutes each for toy breeds & elderly dogs	5 walks per week	4 walks per week	3 walks per week	2 walks per week	1 walks per week
1 Doggy	\$11.00 per visit	\$13.00 per visit	\$15.00 per visit	\$17.00 per visit	\$19.00 per visit
Extra Walks	\$9.00	\$11.00	\$13.00	\$15.00	\$17.00
2 Doggies	\$14.00 per visit	\$16.00 per visit	\$18.00 per visit	\$20.00 per visit	\$22.00 per visit
Extra Walks	\$15.00	\$17.00	\$19.00	\$21.00	\$23.00

Rates:

The above listed rates are for weekday (M-F) and mid-day dog walks only. Mid-day walks are usually defined as walks between the hours of 11:00 AM and 3:00 PM. Walks outside of these timeframes are normally assessed the Casual Pup Rate. Please feel free to contact our office with any special time requests.

Vacation Allowance

Each client has a two-week vacation allowance per service year. Each client may cancel two weeks of walks per year, in one-week blocks, without charge. In addition, if you travel at the same time as your dog walker, you will not be charged. **Please Note:** Clients may choose to have house checks in lieu of dog walks during any additional travel/vacation periods that occur after the two-week vacation allowance has been used. Must have service for at least three months to use vacation time.

Casual Pups Rates Sheet

# of Doggies	Standard Visits 20-30 min each
1 Dog	\$25.00 per walk
2 Dogs	\$30.00 per walk
3+ Dogs	add \$10.00 per dog

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FAQ

- How do I add or cancel a doggy walk?

Contact our office by 10:00 AM (24 hours for Casual Pup visits)! This gives us time to get schedule requests to the walkers before they start their routes. (Please note that because the Power Pups rates are flat monthly rates, cancelled visits do not typically reduce your monthly bill.) If you are calling to cancel a walk, we will call to confirm only if you request a confirmation.

- Should I call my walker directly?

No! Bad human! GRRR

Our employees are paid to walk your wonderful dog but are not paid to answer the phone. To respect our employees' privacy and maintain our professionalism, please do not call your walker directly. All calls should go through our office number only. This ensures accurate scheduling, billing, and payroll. We cannot guarantee service that is requested by calling your walker directly.

- What are your office hours?

Our office hours are Monday - Friday from 8:00 AM – 5:00 PM

Our voice mail is always on. Messages are checked and responded to only during office hours. If you get the voice mail during office hours, we are on the phone.

- What is your snow policy?

To ensure the overall safety of our walkers, we reserve the right to cancel walks if the schools are closed in your county due to inclement weather.

If we decide to cancel all walks, your walker will call you at home/work to let you know if they will be walking that day. There will be no charge if we cancel your walk due to inclement weather.

- What if I need to change my weekly schedule?

Call our office to discuss your needs. Hopefully your current dog walker can accommodate your request. If necessary, we will assign a new dog walker.

- Do you offer pet sitting services when I travel?

Critter Sitters handles all pet sitting reservations.

Call 703-998-SITS (7487)

We will often wrap pet sitting visits around existing mid-day schedules. This saves you money on our regular pet sitting rates! Let the Reservationist know you are a Doggy Walkers client—they will email, fax, or mail you the paperwork we will need for your pet sitting file.

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Customer Information Sheet

Customer Information:	
Name	
Address	
City	
State	
Zip	
Home Phone	
Work Phone	
Cell Phone	
Email	

Doggy Information:						
	Doggy 1			Doggy 2		
Name						
Age						
Breed						
Size	Small	Medium	Large	Small	Medium	Large
Description						

Schedule			
Select Days for Walks			
<input type="checkbox"/>	Monday	<input type="checkbox"/>	Thursday
<input type="checkbox"/>	Tuesday	<input type="checkbox"/>	Friday
<input type="checkbox"/>	Wednesday		
Preferred Time			
PUPPIES:		Adult Dogs:	
<input type="checkbox"/>	10:30am - 11:30am	<input type="checkbox"/>	11:00am - 1:00pm
<input type="checkbox"/>	11:30am - 12:30pm	<input type="checkbox"/>	12:00pm - 2:00pm
<input type="checkbox"/>	12:30pm - 1:30pm	<input type="checkbox"/>	1:00pm - 3:00pm
<input type="checkbox"/>	1:30pm - 2:30pm		
<input type="checkbox"/>	2:30pm - 3:30pm		
Start Date			

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Question/Issue/Request Form

Date: _____ Time: _____

Client Name: _____ Pet Name(s): _____

Home #: _____ Work #: _____

Cell #: _____ E-Mail Address: _____

Message:



Action Taken:

Doggy Walker

Interoffice Memo

Date: 6/23/15

To: M. Contestant, Customer Service Representative

From: Jennifer/Office Manager

RE: Schedule for today

Lynette is out sick today and the other walkers all have full schedules. I will be in the field covering her route until 4:00pm. Please do your best to answer any questions or resolve issues on your own. If there is something I need to address personal, take message. I will return all phone calls tomorrow.

Have a great day and Thanks!

Jennifer