Standard Operating Procedure 2

Okay, so welcome to the second hour of the standard operating procedures, manual class. seconds. There we go. Okay, so this hour, we're gonna start with vendors. So, first thing would vendors, is you want to know, how do you place an order? Okay, can that be done online? Is it a phone call? You fill out a form and mail it in? What's that procedure? And if it's different for different vendors, then you need to have different sheets for different vendors. This is how we order from show seasons, this is how we order from Ryan's This is how we order from either whatever whatever the procedures are, if they're different, then you need to have separate sheets. If they're all the same, then it doesn't matter.

Okay, how do you accept ship? shipments? Right? Is there What's the procedure for actually accepting it? Okay.

You look for the tracking number. Someone take it sign for it. Someone tickets sign for where does that order go? When is it unpacked? How do you store and track your inventory? So you have that in your computer system? All right, that means when you accept a shipment and you unpack it, then maybe a step there is you need to log it into the system. Okay. Is it something that you just count, you will have 10 bottles of show seasons? All right, does that trigger an order when you get down to five, however you store and track it? So where is it? If something is broken, or it's not what you ordered? How do you return inventory? And again, that might be different for different vendors keep that in mind. How our vendors pay, do you pay them as you order them? Or do you pay them upon receipt shipments, and again, is that different from one vendor to another? Right? So you have credit to the invoice you. And then we have the list of different vendors. Right. So again, this right here is simply a copy of a page that was done earlier. Okay. So if we go all the way back up to the top

vendor context here, you would just simply duplicate the page and then start moving it down to where it needs to go. I'm not going to do that. I'm just going to delete it now.

Alright. Okay, so we are there with a context. All right, I put three of them here four of them. Five of them actually, you know what, let me ditch two of them then he again, here's the sheet again, which is a simply a duplicated page. What is your inventory? Alright, so that's all part of vendors now we're gonna move on to clients. All right, and I've got it listed here as light blue, right? So if you print it out, you put it out color, it's just gonna be that much easier to find. All right, so client scripts. How do you want your customers greeted? How do you want the phones answered? Alright, be specific on it. Right? Phone should be answered in the same manner. Every single time. And the same thing with how you greet the customers. greeting customers might be well hello, name of client if you know what, how may I help you? It'd be something as simple as that. How do you want your staff to respond to texts? And how do you want them to respond to emails?

What's How do you respond to positive reviews? Because somebody leaves you a positive review? At the very least, it should be. Thank you. Name of client. We appreciate your continuing support and we love name of pet. Okay, then whose job? Is that to do that? Somebody monitor that? How do you respond to negative reviews? Because sometimes it is just this knee jerk reaction to respond to a negative review. All right? What are those steps? Right? This is a require getting getting photos or videos, it's a different scenario. So you may have different scripts for different types of reviews. Alright, and doing this when you're not annoyed, or pissed off or upset, you can craft a professional response instead of freaking out over it. Alright, and in some of these sheets here, going forward, right? They're going to be like placeholders, right? Where you would simply replace this page with a document you've uploaded. So again, you would take that document, bring it over to cloud convert, change document into an image and upload it. What's your refund and exchange policy that needs to be here? What are the steps to actually issue a refund? How do you address customer complaints? So what is the hierarchy here? Again, doing this from a detached point of view, rather than waiting till there's a problem and trying to figure this out, this is gonna be far more professional. You can, whenever there is a script, you can also print it out, laminate it and keep them by the keep them by the front desk. Right? So you could just sort of roll through which one you need. I love my laminator my laminator breaks, it means I go to Amazon and I prime that over to me and the next day. Okay. laminator can be really good friend of yours. What are the steps for dealing with an aggressive client? You have to craft the response for that. You may want to have like de escalation techniques here. Okay. Anything that you're not sure, as far as a script is concerned, my advice is to go over to the Facebook groups and ask that question. Right? See what people already doing. Alright, and then just simply craft the to your own. But again, having this ready, before there's a problem, it's gonna save you a lot of headaches down the line. One thing I'm going to say what aggressive, verbally abusive clients. Number one, don't ever tolerate that kind of behavior for somebody. But also know, do you can call the police department, okay? If you call them and you start off with the phrase, I have a an aggressive clients and aggressive person in my facility, I am concerned from not only my well being or the well being of the other clients that are in my facility. Okay, when you dial 911, those calls are recorded from the second they pick up. Right? They're also going to ask you a lot of questions when you do that. Because especially if you're calling from a cell phone towers don't ping well, they don't have necessarily have an exact location. So they may ask you your exact location, they may ask you questions about it. You know what answer and part of it is to start to de escalate them from the police's point of view some of the questions that they're asking, knowing that the clients can hear the person in question can hear this, okay. And not only can they hear it, had the police can hear any, anything that's going on in your facility, once you make that phone call, okay. So they may say in more than one place carb, the person is really that problematic, right? And it bumps it up. So it's not like a someone's being annoying in my store, or someone's giving me a hard time, too. I'm concerned for my safety and the safety of the other people that are in my facility.

What is your steps for taking in a pet? Okay, is it have you know, clients need to fill out the paperwork? Do you have to someone do an assessment on the pet? Who talks to the clients, when they're when they're in taking a pet? Whatever those steps are? Detailed here. And then on the flip side, how do you check out clients? All right? What is a the script for that? What is it that you go over with him? So you collect payment first, and then give them the pet? Do you collect payments, set the next appointment, whatever your steps are, when you check out a pet, detail them here. If you have to update, or add clients to your system, how you do it. And here's where you list all your forms. Okay? And then going forward. All right. These may be things that you have actually created a form. Again, if you've done that, you have to take it over to cloud convert, convert it from a document to an image upload it, or like in this case, like scheduling policy, you can simply add a text box. Alright, start typing in which policy is all right. What are the steps on how you schedule any given client. And if you schedule differently for different reasons, such as if you have a different way of scheduling because the pet is the senior or if the pet is aggressive, or the pet requires extra care, whatever, whatever, there's different ways to schedule these needs to be individual sheets.

Setting healthy boundaries, okay. scripts for saying no. Right? No, no is a complete sentence. Okay. enforcing your rules? How do you how do you do that as a business owner, also your terms of service should be here. Okay. And if you have any other forms, okay, we'll go into more forms a little more in the towards the end, I believe. But this this is specifically for clients, but here I would make sure that you have how you are going to set your healthy boundaries. So let's move on to me in it. Okay. So maintenance. So for maintenance sharpening, you have a vehicle your mechanic. If there's a building, if you are renting, it might be your landlord. If this specific people you need to call the IT person, if you have if you're responsible for like the boilers or the AC, that plumbing, whatever it is you are responsible for. If you are renting, and you're not certain what you're responsible for, read your your lease. So I have left two pages there now, like I said, Canva only allows you to have up to 100 pages. And right now we're at 87. So there's this section here, you have 13 extra pages to put here. What I would not necessarily put here, all right, you might list out all the forms that you have, but this is not the place to put them. Okay, you can if you want keep in mind you have 13 pages to play around with. Okay, so let's move on to the next one. Okay, so going on with maintenance, right, so this is the second template, all right. What is everything that needs to be maintained? Okay, I hear you wanting to list everything that's scissors, blades, flippers, dryers, a sees the vehicle anything if you have a shop, anything to do with the building whatever needs to be maintained list what needs to be maintained? Then I've included 12 pages here for each of the month, when are all of these need to be scheduled? Right? So what should be done in January, February, March, April, May, June, July. So this is like not a surprise. If your dryers get maintained once a year, well, which month if your AC and your heating system is serviced once a year, like for my household? That service in August every August? Alright, so that would be in August maintenance schedule, I would write down what needs to be scheduled for that given month. All right. And then when I'm scheduling it, then I would write it here on which day it is. So there's 12 sheets there. What to do if something breaks? What is the the protocol if something breaks, what could break? What happens to the club or breaks? Or the AC? Or the boiler? Your alarm system? A window doors, a grooming table? plumbing, electrical? This is just simple examples. What do you do if something breaks? And if it is something specific to a specific thing? Like you would do something different if the plumbing broke? Or it would be different from what if a clippers broke?

What are the safety protocols you have in place? Right? If you have employees, OSHA is going to require this in one shape, one form or another? Right? You may have to have safety posters. Right? Where are those posters located? All right. Where is where is the safety equipment? Alright, so identify what safety equipment is. This could be the pet first aid kits. It could be the muzzles. It could be purses personal protection. Alright, what are the protocols? And where is this stuff located? All right. So if you're faced with, say, a bleeding, injuring, you need the first aid kit. Where's that located? Right. Now, some of these some of these things like the safety protocols, you may also want to print out laminate, keeping the work area. Alright. So you can take bits and pieces of this manual laminate sheets, put them where they're necessary. An example with that also would be the SDS sheets Safety Data Sheets. Again, an OSHA requirement. If you have employees, you need to have the safety data sheet for every product you use in your facility. And it needs to be in a couple different places. It has to be where the product is in use. And it has to be where the product is stored. So at the very minimum, it has to be two separate places. And your laminator is going to be your very, very best friend

your safety posters. All right? You need to know what you are required to have. And where are they located. We're gonna go move into disaster steps. This is just going to be an outline right here. We're gonna get into an emergency disaster plan in a bit, maybe today. Maybe not. But what are your disaster steps? All right, you just want to list it here. It is just a listing of them. You do this 1234 And you may want to separate them between disaster steps, staying in place disaster steps evacuating. Alright, and then just keep them here. Like I said, we'll get into more detail with an emergency disaster plan and a bit. Okay. Open procedures. Have you opened your facility in any given day? Okay, from time you turn the key, and then steps going forward. So open procedures for a shot might be like, unlocked door, turn off alarm system, boot up computer, whatever paperwork needs to be done, read, get set up. So whatever it is to actually start your day, what are those open procedures? Right. So for me my when I was mobile, my open procedures, alright, was unplugged the vehicle. So unplugged the electrical, get in the car and go because everything else was done as far as my clothes were procedures were concerned. Right? So for me my Elburn procedures were pretty. Were were pretty easy. Mike, it was my closing procedures that got a little detailed. Okay, and how do you close up at the end of the day? All right. Turning ALARM SYSTEMS IN doing whatever it is you need to do the paperwork? Is there a laundry that needs to be done? Do you have a service, whatever it is it takes to turn off the lights, lock the door and go home? What are those steps? So for me, those steps, my clothes procedures, were more time consuming. Alright, so my clothes procedures started off with cleaning the van doing laundry, doing paperwork, putting up paperwork for the next day in the van, putting the clean laundry back in the van filling up with water in the evening. So you drain the gray water fill up with fresh water. So all of those things were done before I went to bed so that so before I closed off for the day before I I plugged my vehicle, and I did have a water system, plugged my vehicle and and call it a night, right? This is also my being returning phone calls, returning texts. Anything I did, after I pulled my van down my driveway was considered a closed procedure. What happens if there's a theft? Death can be a couple of different things. It can be a fee of retail could be staff the product, it can be theft of service. It could be one groomer and one employee stealing from your facility. It can be a break in those four different scenarios. All right? And is the procedure is different. Okay. And it will be different. All right, you need to outline those steps. Again, with your aggressive clients, this is a sheet that, again, is a copy of something, you're going to just make a copy, move it down. What do you do for payment refusal? What are the steps for animal injuries? And on the website, I do have checklists forms, samples that you can use. So this is placeholders. So you have your own, upload them here. If you want to use mine, they are in the group again, you could just simply adjust them, it gives you an idea of where to start. All right. What do you do in the event that an animal dies in your care? All right, and here is where I would also caution you

would be to take the pet to the vet yourself and order the necropsy report. Because of you you don't order the necropsy report, you don't have access to it. Right. And that is simply to protect you. If a person is injured in your facility, and that can be an employee could also be a client. All right, may slip and fall. In the wintertime if you're in a northern climate there snow and someone slips on the sidewalk in front of your facility. That's gonna be different steps that you might take them say somebody has a slip and fall or a groomer has been okay. Girls all different scenarios that you should account for. Again, what are those steps? Right, and here is now where things are gonna get really time consuming for you. How do you want to pet bathe? Stair Step? How do you choose the shampoos and conditioners? Isn't the baby that chooses it this the groomer chooses the owner or have a say in this? Do you do one bath two baths? Do you do a pre wash? If it's if it's a tea shed Are you is how is that different from a regular bath? Whatever the steps are that you want done for bathing. All right, that needs to be detailed here. Again, this might be more than one sheet. How do you want pets drive? What happens if the pet is afraid of the high velocity dryer to use their different steps? Do you cage dry? Do you use heating elements? Do you use note dryers without heating elements? Right? Do your tail drying? Right? How do you want the pet? Do you? First take the dog while a picture while it's in the tub and like wrap it in towels. Instruct the drying process there. How do you dry a pet? Right? So different nozzles in use for different type of coats. All this needs to be detailed. And you will see how this when you do when you start to train people, new employees. This is gonna come in really handy because you know detail exactly how you want this pet. Great. All right. So start with bathing start with trying to finish. And if you have one where there's pre work is pre work before the dog goes into the tub to that you do nails and ears. All of this should be detailed no glance you're puking. If that is anything that you do that needs to be detailed at what point that you do it. And then the finish work. What is considered finished work? How do you want that done? What if the pet has to be demanded? What are the steps for that? All right, again, check in and check out. We've done these already. You just need to now make that copy, move it down over here. Your security systems? What are the steps to activate that? If there's a problem? Alright, so you want detailed steps? If you have a code, you need to write it in here. Okay. If you swap out employees, then you also need to know when you need to change that code. What are your Emergency Contacts? Right? Where do you see contacts, of course you have your 911 you will also need emergency contact of avec. If it's a place that you're leasing the landlord, utility companies, the fire department anything that in the event of an emergency. All right. If we go all the way back up to the beginning, where you have your listing the picture with your employees. Also make sure you add in an emergency contact. You could also add those emergency contacts there. What happens if one of your employees is injured and is taken to the hospital? Where you call, you need to know what their emergency contact is. Alright, so again, updating any client information. Any screenshots, photos and recordings? That spells once change that. So where are they stored? Who's responsible for taking that? So a screenshot might be if someone sends you like a really nasty text, you want to take a screenshot? Okay.

How would you take a screenshot on the phones? Where do you store these? Okay? With the security system, you also want to check how it operates. All right, how long anything is stored for because you really want to be concerned is if all your security system is simply writing over every single day. All right, because that's really not a security system. Okay.

Just like my service security system here, if something goes off, they will call me. See, make sure it's not a problem. And if I either don't answer or don't give them the answer they want they will contact the proper authorities. Right. What is the procedure for returning messages? Your response here for a good review your response for bit Two years. And we're gonna move into cleaning What does cleaning look like in between pets? Or the case of a mobile groomer? In between households? Right? What constitutes that? What do you expect of your staff? Do you expect staff to clean the tub, make sure tools are disinfected, swept the area? Whatever you want, in between pets detail that here? What about the end of the day and bigger cleaning? Okay, who is responsible for walk in the job descriptions that we talked about earlier, that needs to be detailed, right? Because when you're hiring, and you're doing duties, if you don't detail that the groomers are responsible for this, or someone specific is responsible for this, then they're not, right. And that can become important when you expect them to do it. And they don't do it. And it's not detailed in some sort of employee manual. Right, you have no cause for write up. And you want to make sure you have cause for write up so that if you fire them, and they try to get employment unemployment from you, you have something to to back yourself up. What constitutes an end of week cleaning, even if you hire a service to do this, you want to make sure you detail what actually needs to

be done what is a monthly cleaning and what might be considered a quarterly clean up? Clean, here's where we're gonna put all the forms. Okay.

So let's kind of go over the forms that need to be here. Alright. So the forms that need to be here, if you've already have them, turn them into an image upload them here your terms of service, what a terms of service is, is under what circumstances you will accept the pet for grooming, right. So my Terms of Service had my rates. So I was hourly rate, I had two different hourly rates. So it was differentiated with it. If I required anything like am I required a rabies certificate? If I required them to be on a certain schedule? If I it was also my no show. Or last minute cancellation policy was all here. My Terms of Service would also have their about my groupings are recorded. And one thing I want to caution you and if you say that things are being recorded, then you need to record it. Because the first time something happens, and they asked to see the recording on it, and you don't have it, they're going to assume you do have it and you just didn't you just don't want to show them. So under what circumstances you accept the pet. All right. I also had an addendum for cat grooming. So I had a second sheet for cat four for grooming cats. And it listed the three circumstances for cats. That was signed and dated. All right, minimum charges need to be here. So the pet comes in and regardless of completion, minimum charges apply. What are those minimum charges, okay. Your client information, your client information is how you get a hold of your clients, right? So it should include name, address, and as many contacts as you can. So I had name address, I had cell number I had if they had a landline, I had email. I also had a work numbers. Right. So I had many ways of getting a hold of a client if I needed to it. Then there was pet information. Okay. Sure. All right. It also and I'll go into the other forms that don't have listed here. That should be here. Okay. So it also had my waivers in there so I had four after the after the penance nations of the pet information was name of pet breed age, any medical considerations? Right? And if they said none, I would throw some at them. Because, you know, may not be a problem. Because they're dealing with it, would you still need to know? Do they have allergies? So they have seizures? Are they diabetic? Alright. Oh, yeah, but it's not a problem is that medication, I would put a pet health form in here too. Alright, and the pet health form would say, the date of the last vet visit. And if the pet was under taking any medications, and if the Rabee was, was current, and the reason I asked for medications, alright, was because if they told me there wasn't any health problems, yet, they're on say insulin. I know that this pet is diabetic. Okay. So the four waivers that I would have here would be a vet release in case that this pet has to go to the vet. My revenge release also clearly stated that they were responsible for payment, Ellis I assume payment. There was a consent to do first aid. Alright, and a consent to do CPR. I specialize in elderly pets. Not every single client of mine wanted me to do CPR. The quote I got from more than one client was, it would really suck if my pet died in your care. But please do not do CPR. On my elderly dog.

Okay. And a guardianship waiver and the guardianship waiver was because that was part of my emergency disaster plan, right? As a mobile, if they're not home, and the fire department says hey, you need to leave right now. I'm assuming guardianship of that pet. Until which time I can get the pet back to them. Right. And that's the same thing as if you are in a shop, you may have to assume guardianship of the pet and something that releases you from any liability because of that decision.

Then we go into a matting release, what is your matting release, you want to have one clearly spelling out what happens when you demand a pet? senior pets, I like to call it my old lady speech. Okay, so the old lady form which again, is in the forms on the website was clearly stating that the groom is over when your pet is no longer able to withstand grooming, minimum charges of will apply. Regardless, if you do anal glands, and ear plugging. You could also have a flea and tick policy here. I like to add a what to expect form. Because a lot of times clients simply do not know what it's not. You know what it's not. They don't have to know it's not their field. They just think that you know what, hey, I dropped my pen off to you and magically comes back clean. Okay, but there should be a what to expect what happens during the grooming process? Because a lot of the stupid questions we get is because they honestly don't know what it is we do. So what to expect for them. What helped them understand, yes, we're going to do the nails except Under this circumstance. Yes, we're going to clean the IRS except under these circumstances. Okay, they're gonna get a bath that could get tried. Whatever it is that you want to list on there. What to expect. If anything is invoiced, a copy of the invoice should be here. And probably one of the best and tips that I have ever gotten from somebody who took one of my classes was that she showed me her invoice and her invoice listed the basics, if it was a bath, who was grooming, and then she listed everything else that this owner could have gotten. Okay. So if there was any spa services and what that cost would have been her best seller I add on services was color washing. All right. It she simply washed the color washing groom while she bathed the pet. Okay, And at the time, the price might have gone up. It was like five bucks. It was like no brainer. The owner looks at the invoice and go, you wash collars? Yeah. It's only five bucks. Yeah, I want that next time. Okay. All right. So it shows them in a very non salesy way that everything that they could have had, and what those additional costs are. Sometimes they don't know you offer these services, if you offer color, or if you offer any kind of spot, right. I had a Reiki add on package that did really well, once my clients knew that I actually offered it. groomer notes, is there a specific form that you have? How does the groomer add the notes to the file? Okay, so we're gonna go on to the business plan, and then we're going to stop there. Okay, stop here. So this can be part of your operating manual, you may opt to leave it elsewhere. Alright, you can take bits and pieces of your manual and keep it where it needs to be kept. Right? So let's just say this starts on page 55. All right, let's say when I download this, I don't want to do two different downloads, okay, I want to download the whole thing for myself. And then I want to download things that don't contain certain items. So from here from page 55.

To 66, I don't want to download those pages, I want to do a separate download. Okay, so that one I download. It's gonna give me options. All right. download as a PDF. All Pages? No, I don't want to do all pages. Okay, I can now choose the pages I want by simply checking them off. And if I don't want to check off those pages, I don't.

So getting into your your business plan. And a business plan does not have to be any great shakes. All right. It's just simply an up basically, the financial operating plan of your business. Why it's important, right? If you go to sell it, if you want to get a loan, a bank wants to see that. Okay. It also puts your fingers on the pulse of your business. When you take the time to do a yearly business plan, you know, exactly the financial health of your business. So either you do it, or your accountant does it, or your bookkeeper does it. But whatever you want to make sure that you have you read it. Okay. So a very simple business plan, and you can go to score.org. You can say no, score.org I think it's score.org. All right. But it might be.com sba.gov you can download business plan templates. Okay. But this is a basic one. All right. So you got to start off with a description of your business, your core, it's called the core concept. All right. What products do you offer so that the grooming the retail, the daycare, whatever it is, you just list them here? Who are your users? That's your your clients, people with pets? Okay. And how do you reach your customers? So how do people know you exist? Write your business plan. Alright, your mission. Alright, this is again, we did this earlier. Alright, your mission statement and I will put mission and vision so again, the mission is what you do vision is how you deliver it. Okay. Your tagline? What are your business goals? What are your income? projections? What do you think you're going to make? What do you think that your core project, your costs? What do you think you're going to spend over the course of the year and your personal growth? All right, personal growth can be how you plan to grow your business, getting new education, getting certifications, okay? Your SWOT analysis your competitor analysis. All right, and one. Okay. So you could just pick one, one competitor, competitor name. All right? And then there's just two forms here to fill out. All right. Your social media analysis, how are you doing with it? What are your plans for it? Again, this is can be summed up, right? your products and your services. What do you offer? What is the price and a brief description? Okay, so it might be bathing, what do you charge for bathing, and bathing, and grooming. Different things that have a different price and a different description are actually different things. So it's not just bathing and grooming, that can be three levels and like six things grooming, right? It can be retail and daycare and all that other good stuff in there. All right. Um, you're starting. If you are new business, you definitely want to have a startup costs. All right? And they just list three things here as an example. But again, spending a little bit of time not sure how to fill these out. That said, sba.gov score.org has a lot of information on how to do this. Right? What is your marketing plan? Alright, you want to track your income? All right. So this has probably about 30 ish days and you could do a week could be 123 more than it might be more than one. But instead of date might be week and where it's coming from and how much you do it. I do me I do daily. Okay. expense tracking. I do weekly. What's your budget for the month and we are going to stop there before we move into your emergency and disaster plan. Okay, this will be up in about an hour or so.