

Derm care – phone quotes

EMPLOYEE: “Good Afternoon (morning) Coats and Tails, this is (your name), how may I help you?”

CLIENT: “I would like to get a price for my dog to be groomed.”

E: “Certainly, what’s your pet’s name and breed?”

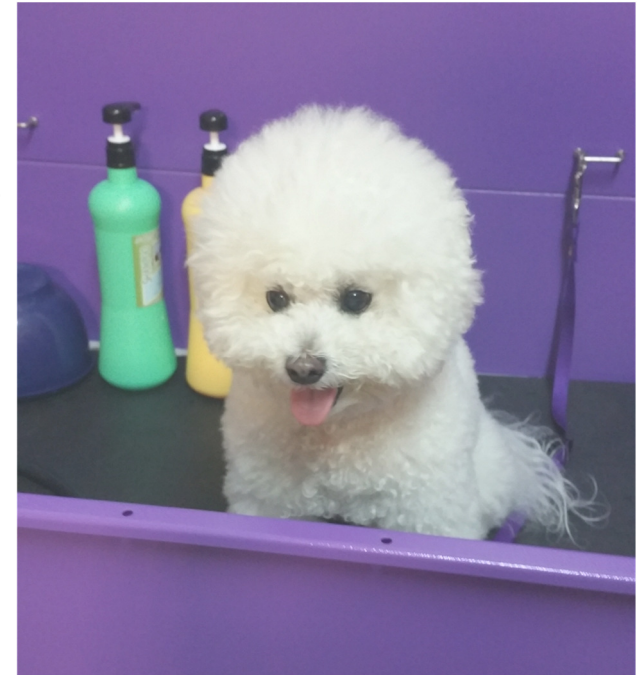
C: “Buffy and she is a Cocker Spaniel”

E: “We love cocker spaniels! Has Buffy ever had a spa experience before?”

C: “No” (if yes, answer the same way)

E: “While I get that price let me tell you what makes our spa experience different from the others.”

- 1.We have a certified pet aesthetician on staff.
- 2.We do morning and evening grooming.
- 3.We use products that are selected scientifically for the specific needs of each pet
- 4.All of our grooms include:
 - Spa Shampoo
 - Hydration Treatment
 - Ear Cleaning
 - Pedicure
 - Eye/Wrinkle Cleaning
 - Sanitary Cleaning
 - Hair Styling
 - Finishing Polish



E: “For Buffy, depending on size, coat and condition it starts at (\$). We can give you a firm price once you meet with an Aesthetician or stylist. What day would you like me to check for an opening?”

“Also, please bring proof of Rabies, Distemper & Bordetella”

If they have further questions or concerns: “I would be happy to see if the Spa Staff are available to speak with you for further details or I can schedule a free consultation.”

You may also advise them to visit the spa website for more details

www.coatsandtailsaz.com

Mineral Soak - Feeds the skin and gives the immune system a boost! \$10

Teeth Brushing - Freshens breath and massages gums \$15

Oil Treatment - for everyone who lives and plays in the dry Arizona climate \$10

Color Enhancement - Protect from UV rays by strengthening natural color \$7

Nail Trim Only - \$19.35
(Includes Coat Polish)

Brush Out - Option for in between grooms - \$5 to \$25

Nail Polish - \$8

Bow Change - \$6

De-shed Services - 85% to 95% of loose hair gone! \$10 - \$25 in addition to regular groom price

Coats and Tails A La Carte Menu

~There is no charge for consultations~

Ozone Treatment - anti-bacterial, anti-fungal and anti-viral - a deep clean that is healthy and therapeutic \$25

Hand Stripping - for the health of the wire coat - \$60 per hour

De-greasing Treatment - restores the beauty and softness to the coat \$15 to \$25

Deodorizing - For the pet friend who has had a disagreement with a skunk or other smelly issues! \$10 - \$25 in addition to base groom price

