

GUEST CARE & CUSTOMER RELATIONS

Do You LOVE ANIMALS And LIKE PEOPLE?

Do You Desire A Rewarding And Interesting Career?

**Do You Desire To Have Your Abilities and Efforts Valued, Appreciated
And Monetarily Rewarded?**

Do You Desire The Opportunity For Advancement?

**Do You Desire To Be Part Of A Professional, Positive, Caring, And Compassionate
Team While Working In An Excellent Environment?**

**If you answered 'YES' to the above, And can answer 'YES' to the following,
We Would Like To Talk With You About Joining Our Team!**

Are you Honest and Dependable?

Are You Caring and Compassionate?

Are You A Self-Starter With A High Energy Level?

Are You In Good Physical Condition? (Climb Stairs & Carry 40 Pounds)

Are You A High School Graduate?

Are You Mature And Over 21?

Are You Detail Oriented?

Are You Drug Free?

We Offer:

**Above Average Salary, Based On Experience And Qualifications.
Performance Based Bonuses And Advancement
Benefits: Paid Vacation, Uniforms, Discounts, Flexible Scheduling**

Interested?

Read our Job Description and Download Application

Part 2, page 1
Associate Job Description & Information

I. WHAT IS THE "Alexandria PET INN RESORT & SPA"?

We Are A Very Specialized, State of The Art, 'Well' Pet Boarding Facility.

We Are Our Guest's "***Loving And Luxurious Home Away From Home***"

We Are A Nationally Recognized Pet Resort And Spa (Wall Street Journal and Pet Services Journal)

We Are Louisiana's First And Only ABKA Accredited Boarding Kennel.

We Opened and Were Accredited in 1992, The 27th Kennel To Be ABKA Accredited.

We Are The Only Boarding Facility In The USA With Dual Accreditation; ABKA and APBA

We Are A Very Special Place; With Very Special People; Offering Very Special Pet Care.

OUR STAFF Is The Most Important Part Of What Makes Us Special!

II. COMPANY GOALS

Our Motto, "***Your Pet's Loving And Luxurious Home Away From Home.***"

Must Be A Reality. Ensuring Our Guest's Physical And Emotional Well Being While Their Family Is Away Or Unable To Care For Them At Home, Is Our Business, Our Only Business!

Our Goals Are Two Fold:

1. To Give Every Pet A Happy And Safe Boarding Experience. And
2. To Give Our Customers Peace Of Mind And Freedom From Guilt While They Must Be Away From Their Pet, Content That Their Pet Is Receiving The Absolute Best Care Possible.

Associate Job Description & Information

III. GUEST CARE & CUSTOMER SERVICE POSITION

1. REQUIREMENTS:

- A. Animal Lover
- B. Honest and Dependable
- C. Caring and Compassionate
- D. Mature, High School Graduate, Over 21
- E. Self Starter, Giving Attention to Details
- F. Healthy With the Ability To Lift 40 Pounds and Climb Stairs
- G. Drug Free and Have Up To Date Tetanus Inoculation
- H. To be available to work at least one day each weekend and 3 or 4 hours on all major holidays.

2. JOB OBJECTIVES

- A. To Be An Important Part Of Our Professional Team Of Pet Care Givers.
- B. To Give Care And Comfort To Our Guest
- C. To Uphold Our ABKA Pet Bill Of Rights, Putting Our Guests' Welfare First.
- D. To Interact With Our Customers In A Professional, Caring Manner
(While Pets Are Our Guest, Their Owners Pay The Bills, Without The Owner, We Would Have No Guests.)
- E. To Be Able To Perform The Most Mundane Of Tasks With A Positive, Caring Attitude.
- F. To Be Able To Follow Very Specific Instructions
(There Is A Reason Behind Every Procedure)
- G. To Be Creative
(After Understanding Why A Procedure Is Done In A Specific Way, We Encourage You To Find A Better, Safer, Faster, Or More Economical Solution.)

3. JOB SPECIFICS

- A. Pet Handling and Care
- B. Kennel Sanitation
- C. Food Preparation and Administering Medication
- D. Pet Bathing And Brushing
- E. Grounds And Building Maintenance
- F. Stock And Maintain Retail Merchandise
- G. Reception, Retail Sales, And Appointments
- H. Customer Relations and Problem Solving

IN SUMMERY, WE NEED ASSOCIATES THAT ARE WILLING AND ABLE TO DO ANYTHING THAT NEEDS TO BE DONE.

4. PHYSICAL DEMANDS OF THE JOB, TO BE ABLE TO:

- A. Lift 40 Lbs. Bags Of Dog Food
- B. Control Large, Active Dogs
- C. Clean And Scrub, Often While On Your Knees
- D. Work On Ground Maintenance (Raking, Moving Gravel, Painting, Etc.)
- E. Climbing Stairs While Carrying A Dog
- F. Work Outside In Both Hot And Cold Weather.
- G. Work With Non Toxic And Toxic Chemicals, Pet Hair And Dander
- H. Work In A Loud Environment, Deal With Pet Poop, Urine And Vomit
- I. See And Hear Well Enough To React To Animal's Warnings.
- J. Move Quickly

5. MENTAL AND EMOTIONAL REQUIREMENTS

- A. To Love And Respect All Animals
- B. To Be Able To Verbally And Physically Express This Love To Our Guests

- C. To Always Put Our Guest's Needs First
- D. To Know Or Be Willing To Learn Animal Behavior
- E. To Be Able To Leave Your Personal Problems At The Door When You Come Work.
Animal Are Very Sensitive To Our Emotions.
- F. To Be Able To Present A Positive, Happy And Caring Attitude - Always!
- G. To Be Able To Work With And Accept Interruptions
- H. To Be Able To Focus On Details
- I. To Work Well With Others
- J. To Be Able To Follow Instruction
- K. To Have And Use Common Sense

6. CUSTOMER RELATIONS

- A. To Be Honest And Caring
- B. To Present A Professional Appearance
- C. To Become Knowledgeable About Our Products and Services
- D. To Insure Customer Satisfaction, Always
- E. To Keep Our Customers' Confidentiality

7. BUSINESS RELATIONS

- A. To Understand This Is A Growing Business And
That Change Is The Rule Rather Than The Exception.
- B. To Have Undivided Loyalty To The Business, Always Putting
The Care Of Our Guests First And The Well Being Of Our Business Second
- C. To Understand The Need For And Participate In, Making This Business Profitable.
- D. To Be Creative And Analytical, Helping Us To Be More Efficient And Profitable.

8. EMPLOYEE BENEFITS

- A. Excellent Working Conditions
We Are A State Of The Art Facility
We Provide The Newest And Most Efficient Tools
Staff Of Motivated Individuals With 'Can Do' Attitudes
- B. Very Rewarding
If We Do Our Job Right:
Our Guests Give Us Lots Of Appreciative Hugs And Kisses.
Our Guests Give Us Their Trust And Unconditional Love.
Our Guests' Owners Give Us Their Trust, Respect And Appreciation.
- C. Never Boring Position
No Two Days Are Ever Alike
Work Inside and Outside
All Associates Are Cross Trained To Be Able To Rotate Duties
- D. Career Opportunities
Kennel Management
Dog Training
Hydro-therapist

9. COMPANY BENEFITS

- A. Flexible Scheduling
- B. Company Paid Training And Certification
- C. Above Average Salary Plus Bonuses
- D. Furnished Uniforms
- E. Employee Discounts On Retail Items, Boarding, & Training
- F. Paid Vacation

APPLICATION Part I

Name: _____

WHERE DID YOU HEAR ABOUT THIS POSITION? _____

1. Having Read and Understanding The Physical, Mental, And Emotional Requirements Of This Position:

Which Position are you applying for? Student Program ____, Guest Care & Customer Services ____, or Management Trainee _____

Would You Like To Join Our Team? _____

Are You Physically Able To Meet The Job Requirements? _____

2. Our Business Is Seasonal, This Position Will Include More Hours During Our Busy Times. What Are The Minimum And Maximum Weekly Hours

You Are Willing And Able To Work? Min_____ Max_____

3. We Work 7 Days A Week, 365 Days A Year. We work a split shift, 7:00 AM to 11:00 AM and 3:00 PM to 6:00 PM. On average, every associate is off two days a week, works 2 to 4 double shifts and a few single shifts.

Are you available to work most Saturdays and/or Sundays? _____

If not, why? _____

Each associate works one shift on every major holiday @ time and a half.

Are you available to do the same? _____

If not, why? _____

4. Would You Be An Asset To Our Team? Why?

5. Why are you looking for a job at this time? _____

6. What Computer Applications Do You Have A working Knowledge Of? _____

7. What Special Skills, Training and Knowledge Would You Bring To Our Staff? _____

8. What Pets Currently Share Your Life? _____

APPLICATION FOR EMPLOYMENT, Part II

Date:

PERSONAL INFORMATION

Name: (Last, First, Middle, Maiden)

Address: Street: City: State: Zip Code:

Email Address:

Home Phone # Cell Phone #:

Drivers License # Social Security #:

I am a U.S. Citizen Yes / No If No, I am Legally Eligible to Work in the U.S.A. Yes / No

EMPLOYMENT DESIRED

Position: Date You Can Start: Salary Desired:

Are You Employed? Yes / No If Yes, May We Inquire of You Employer? Yes / No

Have You Applied with Us Before? Yes / No When:

Do You Have Reliable Transportation? Yes / No
Have You Ever Had a Moving Vehicle Violation? Yes / No
If Yes, List and Explain:

Have You Ever Been Arrested or Convicted of a Crime? Yes / No
If Yes, Explain:

Have You Used Illegal Drugs? Yes / No
If Yes, Explain:

Have You Ever Applied For or Received Workman's Compensation? Yes / No
If Yes, Explain:

Do You, or Have You Ever Had, Back, Hip, or Knee Problems? Yes / No
If Yes, Explain:

How Many Days Did You Miss Work in The Past Years:
Due to Illness: Due to Other Reasons: Explain:

EDUCATION

High School:

Name: City: State:

Year You Graduated:

College:

Name: City: State:

Years Attended: Did You Graduate: Major:

Other:

Technical Schools:

Name: City: State:

Years Attended: Did You Graduate: Subject Studied:

Special Training/Skills, OJT, Special Study/Research Work:

U.S. Military Service: Rank:

HOBBIES & INTERESTS:

ANIMAL EXPERIENCE:

WORK HISTORY (List Below Last Four Employers, Starting With The Last One First)

Employer:

Street: City: St: Zip:

Position: Beginning - Ending -

Supervisor: Phone #:

Dates Employed: From: / / To: / /

Beginning Salary: Ending:

Duties:

Reasons For Leaving:

Employer:

Street: City: St: Zip:

AUTHORIZATION

"I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal.

I authorize investigation of all statements contained herein and the references and employers listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release the company from all liability for any damage that may result from utilization of such information."

DATE: _____ SIGNATURE: _____