

## RapSheet for Wetnose Nancy

**Employer:** First Rate Groomers  
**Address:** 1669 Combing Court  
**City:** Dogtown  
**State:** California      **Zip:** 93099  
**Phone:** 805 555 5567



**Employee:** Wetnose, Nancy  
**Address:** 1289 Pawfoot Lane  
**City:** Dogtown  
**State:** California      **Zip:** 93009  
**Phone:** 805 555 5556      **Cell:** 805 555-6789



### Infractions



- Treatment of animals
- arriving late
- Arguing with customers

#### Infractions Summary

A total of 3 infractions in the record

Infraction Type	Count Of Infraction
Treatment of animals	1
arriving late	1
Arguing with customers	1

**RapSheet for Wetnose Nancy**

2009- January-6	<hr/> <b>Infraction:</b> arriving late <hr/> <b>Rule Paragraph:</b> 1 <hr/> <b>Complaint:</b> <p>Nancy Wetnose arrived 20 minutes late to work for this morning. Her appointment schedule was off for the rest of her shift. The last dog on her appointment schedule was finished 30 minutes later than the pick up time. The customer was very angry, and the store offered a \$20.00 store credit to the customer.</p> <hr/> <b>Response:</b> <p>My car broke down, and I was unable to arrive to work on time.</p>
2009-March-8	<hr/> <b>Infraction:</b> Treatment of animals <hr/> <b>Rule Paragraph:</b> 4 <hr/> <b>Complaint:</b> <p>The manager observed Nancy Wetnose mistreating a poodle at approximately at 11:30am on March 8, 2009. The manager heard a yelp, and glanced at the direction the yelp came from. She saw Nancy Wetnose tugging on the poodle's chock chain roughly. The poodle was twisting her head and yelped a few more times. The manager asked Nancy to place her charge in the holding area, and come into the office. Nancy was sent home and the other scheduled groomers had to cover her appointments for the day.</p> <hr/> <b>Response:</b> <p>That dog hates me and tried to bite me. I was only trying to keep it from biting me by choking it.</p>

***RapSheet for Wetnose Nancy***

2009-March-21

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**Infraction: Arguing with customers**

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**Rule Paragraph: 5**

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**Complaint:**

**Nancy Wetnose was observed arguing with a customer at 1:45pm on March 21, 2009. Nancy was yelling, "You should be giving me a \$10 tip instead of a \$5 tip. Do you know how difficult it is to groom your dog?" The customer asked to see a manager and demanded to have her money back. The manager was able to satisfy this customer by offering two free grooming sessions. Nancy Wetnose was sent home and the other scheduled groomers had to cover her appointments for the day.**

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**Response:**

**That customer has no idea how difficult her dog is to groom. Her dog almost tried to bite my hand. I will never groom her dog again**

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