

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



1.0 :Arriving late

Employees will arrive to work on time determined by their work .schedules. They will have five chances to fix the problem. Have them write "I will not be late five times."

2.0 :Under the influence

No employee will arrive to work under the influence of any drug or alcohol.

3.0 :Stealing

No employee will steal monies, merchandise or equipment from First Rate Groomers . If caught, employee will be fired.

4.0 :Treatment of animals

No employee will mistreat the animals in their care.

5.0 :Arguing with customers

No employee will argue with a customer fora any reason. All complaints will be given to the manager or owner. three citations will be cause for termination.

6.0 :Eating at work

Employees will eat any type of food in the designated lunch room. Food and grooming areas can cause a hazardous situations. Three citations will be cause for termination.

7.0 :Cleanliness of grooming tools

Every groomer will keep their grooming tool and any other tools used at their station clean. First Rate Groomers' reputation depends on our clients' trust with handling their pets. Three citations will be cause for termination.

8.0 :Work station area

Every employee will keep their work station clean and in order. The safety pets depends on the tidiness of the areas they are exposed to. Three citations will be cause for termination.

9.0 :Handling money

Mishandling of money, such as leaving the till open for longer than necessary or walking away from an opened till will be cause for immediate termination.

10.0 :Number of complaints

If any employee receives an complaint from a customer, they will be written up. Three or more complaints will result in a review. Three reviews in one year will be cause for termination. There should be no reason for any employee of First Rate Groomers to have more than three complaints in a one year period. We like to maintain a high customer satisfaction rating.

11.0 :Three combinations of infractions

No employee will have more than a combination of five (5) infractions in a one year period. The quality of employee we like to have in our store is very important to us. Not every person is the right fit for us and we understand this. Any employee that receives more than five (5) complaints will be cause for termination.

12.0 :Feeding the animals

No employee will feed anything to any pet in our care, except with permission from the pet's owners. It may not be known if the pet we have in our care is allergic to any type of food or if an owner wishes to have their pet on a special diet. Please refer to the registration card for clarification. Four (4) citations will be cause for a review. Three reviews will be cause for termination.

13.0 :Registration Cards

It is the irresponsibility of the employee required to fill out the registration card to fill in the information accurately. Every employee filling out these card must initial the top right hand corner. If it is found that an employee failed to initial or did not fill out the card properly, they will receive a review. Three (3) reviews of this type will be termination.

14.0 :Skipping an appointment

No employee will skip an appointment. Many times a client makes the time to have their pet serviced by us. It is rude and poor professionalism to not show up to groom a pet. It causes First Rate Groomers to have a bad reputation. One citation is caused for termination.

15.0 :Unverified Groomer's Certificate

If it is found that an employee hired for providing grooming services has an unverified or out dated certification, will be termination. This is an outright falsehood and the trust in that employee is broken.