

## Spring is in the air, and there are so many exciting things happening at Whiskers!

- We have a wonderful new hire, Jo Havelka, and she's off to a great start! She's working mainly Sundays right now as she trains, and she has been such a huge asset.
- Alfred has been promoted to Manager at Whiskers! He's been with us for over five years, and his work ethic, attention to detail, skill with the cats, and extreme reliability are just a few reasons that have earned him this promotion.

He will be responsible for providing training, leadership, and mentorship to all cattery technicians; ensuring the effective operation of the boarding facility and storefront. He will ensure clients receive the highest care and attention; he will be overseeing the general health and wellness of all cats at Whiskers; and upholding the values, guidelines, and mission of Whiskers Luxury Cat Boarding.

- Sara now works five days in the cottages, and Kristen works the other two. They are doing such a professional job – the Cottages are super clean, neat, and tidy. The storage room is organized and beautifully and spotless.
- Kristen has been painting the shelves, walls, and kitty beds of all suites – it's a big task and she has done an amazing job. The rooms never looked better!
- On Saturday, Caleb and Sara did the spring cleaning of the outside storefront entrance – the wooden wall entrance and windows are sparkling clean and look so bright and welcoming.
- Sara began painting her front door – first coat went on yesterday. It's looking good!
- Whiskers will be getting three new AC/Heating Units shortly – well before the summer heat sets in and destroys our struggling 19-year-old units.

## **Important Updates**

### **1. Before leaving for the day, cattery techs must do the following:**

- a. Refresh the water for each room on their side.
- b. Scoop each litter box on their side.
- c. Dump AM wet food bowls and clean them. (Do not dump dry food bowls)
- d. Clean any room messes.
- e. Tidy each room.
- f. Mark their charts.

### **2. If a cat is picked up by 2:00, that room must be deep cleaned and staged.**

- a. Stage as much as possible if all bedding is not available.
- b. Do not leave the dirty room for the next day.

### **3. Feeding Instructions**

- a. Read them **very** carefully.
- b. Don't rush – double check instructions, especially detailed ones.
- c. This is VERY IMPORTANT – so ask questions or message Jennifer and Twyla if you are unsure.


### **4. Newly Arrived Cats – Update the Board for Noon Feeds and Medicine**

- a. This applies to cats on your side.

### **5. Laundry – Remove all debris before placing laundry in baskets.**

- a. Wood pellets and hair are getting into the washer and clogging it up.
- b. Wood pellets and hair are getting into the dryer, and this is a fire hazard.
- c. Shake rags over the trash can.
- d. Shake out rugs and blankets outside.
- e. De-furr everything as needed.

### **6. Charts**

- a. Please be as specific as you can – especially for cats that are not eating well.
- b. Be sure to state how much dry and how much wet – both items.
  - i. Good Example: ½ dry; a bite of wet
  - ii. Good Example: A W; N D
  - iii. Good Example: ½ W; A D
  - iv. Bad Example: Some
- c. Comments section – one heart  suffices. A word or phrase is much more helpful.

Employee Feedback has been wonderful – we have the best cattery techs.

Thank you for your suggestions – they help create the Whiskers Updates above – and your input is valuable. -- Jennifer and Twyla