

Whiskers

Employee Memo – August 14, 2024

IMPROVED CHARTS

Notice we've moved AM sections together and PM sections together.

Complimentary Daily Amenities must be marked and commented on for each of your cats.

Date	Ate AM	Pee AM	Poo AM	Ate PM	Pee PM	Poo PM	Brush	Play	Talk	Pets	Comments
08/23/2024	1/2	✓	X	A	X	✓			✓		Kryshy
08/24/2024	A	✓	✓	A	X	X		✓	✓		
08/25/2024	N	✓	X	1/2	✓	✓	✓	✓	✓	✓	Friendly!
08/26/2024	1/4	X	✓	A	✓	X					

MORNING PROCEDURES

1. First person to clock in:
 - a. Set out Sign
 - b. Start Laundry
2. Upper shelves and skyboxes much cleaner – keep up the good work!
3. **Thank you for not letting clients in before 10:00 am. This is a no exceptions rule.**
4. Charts Feeding Sections – A, N, 1/4, 1/2, etc.... Thank you for being specific. This is important for several reasons.
5. Windex doors and windows every morning that need it.

CLUTTER

1. Do not store cat carriers outside of cat suites or anywhere outside of the storage room. *(Unless a cat is going home that day)*
 - a. If a large carrier must be taken apart to fit in storage, do so.
 - b. The living spaces of our boarding facility are to be kept clean and always appealing.
 - c. Litter and Bird Seed overflow can't be helped – but absolutely nothing else!

ROOM CLEANING & STAGING

1. Tape beds in Jungle Gym Sky boxes – they are falling out!
 - a. Use 2 pieces on most beds – but 3 pieces on the big beds.
2. Windex Windows
 - a. Before staging. Top to bottom, doors inside and out

LAUNDRY

1. Do not put hairy, poopy, pukey items in laundry – clean first!
2. NO PELLETS – shake out your rags over the trash can!
3. De-shed bedding BEFORE it is put in the laundry bin.

WET FOOD LEFT IN ROOM AFTER 2:00 PM

1. If you intentionally leave wet food in a room after 2:00 pm, please put a sticky on the door that lets the Evening Person know to mark how much was eaten.
2. This way they know it was intentional and not forgotten.

COLLARS

1. **ALWAYS** place collars on the handle of the carrier.
2. Several employees have noted that collars were left in cubbies or other places.

OWNERS' LIDS

1. Please don't use the owner's lids – they always get left behind.
2. Place in a baggie and label with owner's name.

CARRIERS

1. Please store carriers from the same family of cats together.
 - a. This makes finding them so much easier.
2. Store carriers in the storage room or in a cat's suite.
 - a. Large carriers will be taken apart, if necessary, to fit in storage.
 - b. Save all screws in a baggie and leave with the carrier.

CATS WITH EXTRA FOOD & OTHER ITEMS

1. Store extra food, bowls, and other items in the carrier, if possible.
2. If a large item won't fit, label it with the owner's name AND cat's name, and leave behind the kitchen door.
3. Leave a sticky on their cubby saying where the items are.

Just for Fun

Sharing this little nugget of advice – from a recent Cat Boarding Article.

bring their cat's litter box, Reimers says there is another way to make a cat feel at home: "I know this is disgusting, but have your client put a plop of their poo in a baggie and put it in the litter box as soon as they arrive. Believe it or not, that is going to

Thank you, always, for your input and the exceptional job you do at Whiskers.

- Jennifer & Twyla -