



## DAILY TASK CHECKLIST - HANDLER

TIME	TASK	MONTH	DATE
Opening	Lights and music on Service Stations stocked and ready Dog drinking water ready Note any special instructions for dogs		
6-7a	Feed & medicate dogs Health check boarding dogs & document		
8a	Rest break		
8 10a	Move dogs to expand Play Parks		
10a	Meal periods start		
12p	Feeding & Medication Rest breaks		
1 30-2p	Wash down PooPee Patch Empty dirty water in mini scrubber and rinse container Remove trash & dispose, place new bag in container Remove dirty laundry & take to laundry, place new bag in container		
1 45p	Exchange dog info with next shift Receive Boarding & Daycare Log - know dog names		
3 30p	Rest breaks start		
5p	Meal periods start	BOARD OF ZONING ADJUSTMENT District of Columbia	
6-7p	Feeding & Medication	CASE NO. 18702	
6 45p	Consolidate dogs to one side Thorough cleaning of empty Play Park	EXHIBIT NO. 38	
7 35p	Rest break		
7 45p	Thorough cleaning of remaining Play Park		
9-10p	Secure dogs, separate by size and temperament Dogs tucked-in to Suites/Dens - place water bowl in Suite/Den		
10p	Exchange dog info with Watchdog!		
Cleaning	AM Clean windows and door glass		
	AM Clean doors		
	AM Clean fencing		
	AM Disinfect play equipment, include underside		
	AM/PM Dust mop and mini scrubber often		
	AM/PM Clean dog waste as necessary		
	AM/PM Play Park photo shoot ready		
	AM/PM Check drinking H2O every hour		
	AM/PM Disinfect PooPee Patch minimum every hour		
	PM Disinfect and clean Kuranda beds		
	PM Disinfect and clean dog house & eggs		
	Closing Clean egg, change egg bedding		
Detail	Closing Drain H2O clean, detail & disinfect bowl, rinse & refill		
	Closing Clean and disinfect PooPee Patch		
	Closing Clean floor - dust mop & mini scrubber		
	Closing Empty dirty water in mini scrubber, rinse container, replug		
	Closing Restock service station supplies		
	Closing Remove dirty laundry and place new bag in container		
	Closing Remove toys - goes to dishwasher		
	Closing Remove trash and place new bag in container		
	Closing Trash to dumpster		
	Mon Detail entry doors & door handles		
	Tues Dust top of TV, Clean under path fence		
	Wed Detail Service Stations	Board of Zoning Adjustment District of Columbia	
	Thurs Detail flooring	CASE NO. 18702	
	Fri Detail play equipment	EXHIBIT NO. 38	
	Sat Detail holding areas		
	Sun Detail dog house, clean under dog house		



## DAILY TASK CHECKLIST - GREETER

TIME	TASK	MONTH	DATE
Opening	Lights, TV, and music on Check Restroom cleanliness/supplies Computer, printer on, KC, email, ready for check-in Unlock door promptly 6 50 a		
7a	Check feeding & medication complete, leave on clipboard Clean Suites/Dens from feeding - ready for Tours Check voicemail Prepare Departures		
8a	Handler Rest Break, > Expand Play Parks		
9a	Pending file & Confirm M & Gs for tomorrow, follow up if necessary		
10a	Print Exercise Schedules - am walks begin Print Daycare Log & Boarding Roll Call - Give to Handlers Check next 7 days boarding/courtesy call for vaccine reminders Meal periods start		
12p	Print Feed & Med Schedule (Brding & DC), complete, clipboard Clean Suites/Dens from feeding - ready for Tours Check Boarding Departures into Day Care - Full Day Rest breaks start		
1 45p	Print Daycare Log & Boarding Roll Call - Give to Handlers		
3p	Greeter Huddle		
3 30p	Rest breaks start		
4p	Print Exercise Schedules - pm walks begin		
5p	Meal periods start		
6p	Print Feed & Med Schedule (Brding & DC), complete, clipboard Clean Suites/Dens from Feeding - ready for Tours		
7 35p	Handler Rest Break		
8-9p	File Locker Cards from Departed Dogs Remove refrigerated food from Departed Dogs Print Arrival & Departure Schedule for tomorrow Prepare Locker Cards/Sleep & Eat Notes for tomorrow's Arrivals Print M & G Log, prepare M & G Forms for tomorrow Print Feeding & Med Schedule for tomorrow am Start dishwasher & laundry Close out Register - Submit CC Batch, Prepare Daily Receipts Envelope Dog stats, email Lock front door Trash H Lounge, Recep, Mgr Office, Restroom, Break Room		
Cleaning	AM Restock Shop - displays neat and tidy AM Dust Style Bar counters, Reception Desk, furniture AM Sweep entry, parking lot - side and back <8a AM Wipe off exterior blue bench(es) <8a AM Clean entry doors and glass, check often AM/PM Chairs and stools straight AM/PM Check exterior presentation every three hours for trash AM/PM Spot check and clean Restroom once per hour, restock PM Clean windows and doors along path & Style Bar PM Clean face of reception desk & entry fence		
Detail	Mon Dust Shop displays Tues Clean baseboards/clean parking lot signs Wed Dust tops of TV, clock, top of lights Thur Wipe walls in H Lounge/Exterior Style Bar Fri Dust tops of each planter box and plants Sat Detail light switches, door handles, knobs, pulls Sun Wipe walls along path, double check around windows		



## **TASK CHECKLIST - STYLIST/BATHER**

**MONTH**

DATE

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<b>Closing</b>	<b>Disinfect tools, tubs, counters &amp; tables</b>				
	Empty hair trap in tubs				
	Polish stainless steel				
	Treat all tub drains when finished with tub cleaning				
	Vacuum entire Style Bar area - Remove all hair				
	Check shelves, drawers and behind objects for hair - remove				
	Clean dog dryer filters				
	Empty vacuum canister and clean filter				
	Empty clipper vacuum and clean filter				
	Refill all supplies and shampoos				
	Remove trash/new bag				
	Soiled mops, dusters, rags to laundry				
	Grooming tables in presentation position				

<b>Weekly</b>							
Monday	Detail light switches, door handles, knobs, pulls						
Tuesday	Check supplies & report low items to Greeter						
Tuesday	Detail tubs, backwash HydroSurge						
Wednesday	Dust top of walls, clocks, washer/dryer, air vents						
Wednesday	Tornado Power Central Vac - All Hoses						
Thursday	Disinfect walls in Style Bar						
Saturday	Clean storage closet						
Sunday	Detail dog dryers, clipper vac, vacuum						



## DAILY TASK CHECKLIST - WATCHDOG!

FREQUENCY	TASK	MONTH	DATE
Daily	Exchange dog info with evening Handler		
	Chill music on at all times		
	Dogs safe, secure and divided by size and temperament		
	Quietly check on dogs every <u>hour</u> /clean excrement		
	Note any special instructions for dogs		
	Lights dim where possible		
	Work as quietly as possible to not disturb dogs		
	Clean washing machine around black rim - remove all hair		
	Laundry and put away clean		
	Clean dishes and utensils and put away		
	Check Suites/Dens and clean beds, walls, glass, floor		
	Disinfect Sleep & Eat walls		
	Clean Sleep & Eat island cabinetry, counter and sink		
	Clean Sleep & Eat lockers - exterior and interior		
	Disinfect all walls in Play Park		
	Clean PooPee Patches		
	Clean bathroom toilet, sink, mirror, polish stainless steel		
	Vacuum Path, H Lounge, Reception Area, Office, TM Break Room		
	Clean thresholds along path/space under fencing along path		
	Clean Sleep & Eat floors with mini scrubber		
	Clean Bathroom floor(s) with mini scrubber		
	Hand clean all floor edging where mini scrubber can't reach		
	Clean mini scrubber machine and replug		
	Walk through and clean any area left dirty		
	Restock bathroom toilet paper, towels, and seat cover		
	Check all trash/laundry containers - trash empty, new bag		
	Set up each Suite/Den - photo ready		
	Set up each Play Park - photo ready		
	Exchange dog info with morning Handler		
Weekly			
Monday	Detail washer/dryer, dishwasher, refrigerator & microwave		
Monday	Treat drains w/Orange Plus		
Monday	Dust tops of walls and any high dust		
Tuesday	Detail restroom, Clean Path w/carpet cleaner		
Wednesday	Clean all storage closets and dust top of lockers		
Thursday	Dust and clean TM breakroom and TM appliances		
Thursday	Treat drains w/Orange Plus		
Friday	Detail clean under island sink/Clean Path & grass w/carpet cleaner		
Saturday	Move Dens, clean floor under, dust top, vacuum PooPee Patch grass		
Sunday	Refill all cleaning dispensers and bottles through out Club		
Sunday	Wash all leashes		
Monthly			
1st	Clean H Lounge and Reception Carpet		
7th	Dust light fixtures and vents		
15th	Clean H Lounge and Reception Carpet		
21th	Launder harnesses/collars		



## DAILY TASK CHECKLIST - GENERAL MANAGER/LEAD

### MONTH

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### Daily

Walk through & address issues						
Check Email & VM						
Plan & execute TM breaks						
Review dashboard & stats						
Review today's sales & update sales contest						
Review Lead Log						
Set plan & execute Potential Member follow up calls						
Review new Member files and initial						
Review open invoices and correct						
Review dog schedules for today and the next 7 days						
Review Dog Feed/Medication/Exercise schedules and initial						
Review Dog Boarding Cards from previous day and initial						
Review Dog Watch List & gather feedback						
Review Daily Task Checklists & address any issues						
Audit yesterdays work						
Prepare Huddle						
3:00 Greeter Huddle						
Team Member training						
Evaluate staffing level, send TM home if appropriate						

### Weekly

Monday	Payroll, Clean office, FedEx to HQ					
Tuesday	Check Supply Inv, Time Cards					
Wednesday	Order supplies, Time Cards					
Wednesday	New Member Welcome Call, Time Cards					
Wednesday	Career Fair					
Thursday	Outreach					
Friday	White glove walk through - interior/exterior					
Sat	Review Time Cards					
Sun	Mini Scrubber Maintenance					

### Monthly

1st	Scent Air replacement					
1st	Check Perf Eval Due Dates					
2nd	Review previous month checklist, address, file					
7th	Defrost freezer - mid week					
14th	Plan event & execute					
16th	Scent Air replacement					
25th	Vinegar WysiWash Sanitizer					
30th	Set up new Checklists for new month					

### Quarterly

Jan/Apr/Jul/Oct	Dog water filters					
Jan/Apr/Jul/Oct	HVAC preventative maintenance					
Jan/Apr/Jul/Oct	Replace Waxie air freshener (planters/bathrooms)					
Jan/Apr/Jul/Oct	Safety Training					
May/Nov	Dog Handling Training					
Mar/Sept	Plumber to Snake the Pipes					