



Employee

puppy paws  
HOTEL & SPA

Trainer

Date	Timeline	LMS Course	Lesson Complete/ Skills Learned			
	Week 1	Bellop	Curriculum		Laundry	
			Daily Notes		Dishes	
			Moving of Dogs			
	Week 2		Client Greeting			
			Belongings		WIW -Checklist	
					Communications	
	Week 3	Host Level 1	Curriculum		Phone Manner	
			Daily Notes		Announcments	
			Daycare		SMS	
	Week 4		Groomings		Temperament Tests	
			Boarding + Kennel Assignment		Tagging	
			WIW -Checklist		Communications	
	Week 5	Host Level 2	Curriculum		Ensure ESA's	
			Daily Notes		1 Year Giveaway	
			Scheduled Services		Dog Logistics	
	Week 6		Basecamp			
			Mailchimp		WIW -Checklist	
			Client Emails		Communications	
	Week 7	Nanny Concierge	Curriculum		Ensure SOP are followed	
			Daily Notes			
			Tours		Daily Cart Review	
	Week 8		Reconciling Payments		Hurd on Hurd	
			Client Issues		WIW -Checklist	
			Report Cards / SMS + pics		Communications	
	Week 9	Guest Services Lead Coordinator	Curriculum		Check Scheduled Serv.	
			Daily Notes		Client Complaints	
			Grooming Errors		Reconciling Payments	
	Week 10		Working on WL's			
			Ensure SOP's are followed		WIW -Checklist	
			Make the schedule (3 weeks)		Communications	