

## **Dog Groomer @ Bed'n'Biscuits**

**Compensation:** 50% Commission + Tips

The Bed 'n' Biscuits Dog Groomer needs to be enthusiastic, outgoing, charismatic leader who thrives in a fast-paced environment, likes being busy and gets excited at the thought of putting in a good, hard day's work.

Bed 'n' Biscuits Dog Groomer is responsible for bathing and performing haircuts on dogs in our care. Dogs may be pets that are boarding, pets that come in for daycare or pets that come in solely for grooming. Dog Groomers must have great people skills in order to talk to their clients and be able to transform their wishes into the perfect pet groom. This is an on your feet, hands on position.

### **RESPONSIBILITIES:**

- Greet and welcome all customers and dogs in a friendly and professional manner
- Politely and professionally respond in person and by telephone to inquiries regarding services and pricing based upon Bed 'n' Biscuits operational guidelines
- Maintaining an immaculately clean and safe facility to ensure that our client's prized and loved companion animals truly enjoy their time with us and are kept safe and clean
- Keeping salon sanitary, neat, and in good repair
- Addressing customer complaints and resolving problems and asking for advice when needed
- Assist with meeting Bed 'n' Biscuits sales objectives and company goals
- Promotes sales in the form of dog grooming packages, group/bulk service packages, retail, food, baths/grooming, next reservations, etc.
- Keep track of existing supplies and retail inventory, request additional needs when appropriate
- Upkeep of company policies and procedures in all decisions and actions
- Maintaining the happiness and satisfaction of Bed 'n' Biscuits clients, and pets through excellent customer service, communication and attention to detail