



Pet Hotel Attendant

Requirements:

- Display an extroverted, lively, and optimistic demeanor
- Ability to thrive in a setting demanding extended periods of standing, walking, and reaching
- Deep passion and affection for dogs is a must
- Capable of lifting various supplies, including dog food and dogs weighing up to 40 pounds
- Successful completion of a background check
- Availability to work a combination of both weekends and weekdays
- Minimum age requirement is 16 years old

Job Responsibilities:

- As a Hotel Attendant, your primary responsibility is the well-being of our furry guests within our facility.
- You will actively supervise dogs in both indoor and outdoor play areas, ensuring their safety and well-being at all times.
- Continuous assessment of the energy levels in play groups and maintaining a secure play environment is of paramount importance.
- Consistent collaboration and communication with fellow staff members promote a safer working environment.
- Meticulously clean up any messes within and outside of our play areas.
- Routinely sanitize suites throughout the day.
- Follow guest-specific instructions for meal preparation and medication administration.
- Ensure all guests have access to fresh water, appropriate food, and the prescribed amount of treats.
- Promptly assist and interact with customers in a friendly and courteous manner as needed.
- Keep front-of-house staff informed about inventory levels.
- Adapt and work effectively in all types of weather conditions.

Hotel Attendant:

The objective of all Off-Leash Hotel staff is to foster an environment where pets not only enjoy safety and good health but also experience emotional well-being. We are dedicated to carefully curating compatible playgroups and selecting only the most suitable dogs for daycare. Continuous access to fresh water and timely, appropriate food portions for all dogs is a commitment we uphold. We maintain well-behaved playgroups by reinforcing specific playroom etiquette standards. This is achieved through the use of firm, consistent, and effective disciplinary techniques that do not diminish the joy of attending daycare.

Our array of pet accommodations is delivered with a personal guarantee that each one will be provided as specified. We recognize the significance of those extra touches that enhance the



overall welcoming experience for each pet. Our ultimate goal is to have every pet excited to visit Off-Leash Hotel, while earning the trust of every customer as they depart.

Characteristics that find success for both Off-Leash Support and Hotel Attendants:

- *Canine Confidence:* Dogs thrive in packs and rely on consistent leadership. While we can provide training on handling dogs, confidence is an innate quality. All staff members should feel at ease working with dogs, even in confined spaces, and should be comfortable with group interactions.
- *Diligence:* The job demands significant physical exertion; all team members must possess the capability to manage its physical demands effectively.
- *Reliability:* As integral members of our small business, Off-Leash employees are expected to exhibit strong reliability and self-sufficiency. Punctuality and the ability to work independently after training are paramount.
- *Organizational & Time Management Proficiency:* Every team member should excel at multitasking, organizing their daily responsibilities, and efficiently executing assigned tasks. Insufficient organizational or time management skills may pose challenges in this role.
- *Attention to Detail:* Supervising dogs extends beyond mere presence. Animal Caretakers must be adept at recognizing individual dog behaviors, differentiating between normal and abnormal behavior, and identifying any deviations from the norm.
- *Collaborative Team Player:* Shifts operate with a team comprising four or more members. It is imperative that employees function cohesively as part of this team.
- *Accountability:* Caring for pets entails numerous critical tasks, such as identifying health or behavioral concerns, administering medications, and tending to special-needs dogs. Each employee must exhibit a strong sense of responsibility and take pride in their work.

General Duties for all Off-Leash employees (unless otherwise specified):

- *Basic Grooming:* All team members are expected to perform basic grooming tasks, including bathing dogs of all sizes and trimming toenails.
- *Cleaning Responsibility:* It is the responsibility of all employees to maintain cleanliness and sanitation in animal care areas.
- *Organization Skills:* Each employee must diligently manage pets' belongings (such as food, bedding, toys, etc.) and adhere to proper labeling and storage protocols. All paperwork and tasks should be completed promptly and efficiently.
- *Commitment to Customer Service:* Every employee is required to recognize the significance of excellent customer service and strives to uphold Off-Leash's exacting standards in this regard.
- *Feeding and Hydration:* All employees are accountable for ensuring that animals have access to fresh water. Animal Caretakers are specifically tasked with providing correct food portions to all animals in their care.



Off-Leash Hotel

DOG DAYCARE | PET BOARDING

- *Playgroup Supervision:* Animal Caretakers are expected to gain expertise in animal behaviors and be vigilant for "predictor signs" indicating potential conflicts among dogs. Confidence in maintaining discipline and control, even with dogs weighing up to 150lbs, is essential.
- *Vigilant Supervision:* Animal Caretakers fully understand the imperative of never leaving dogs unattended during playgroup sessions. Adherence to our Playgroup Supervision Policy is a source of pride for our team.