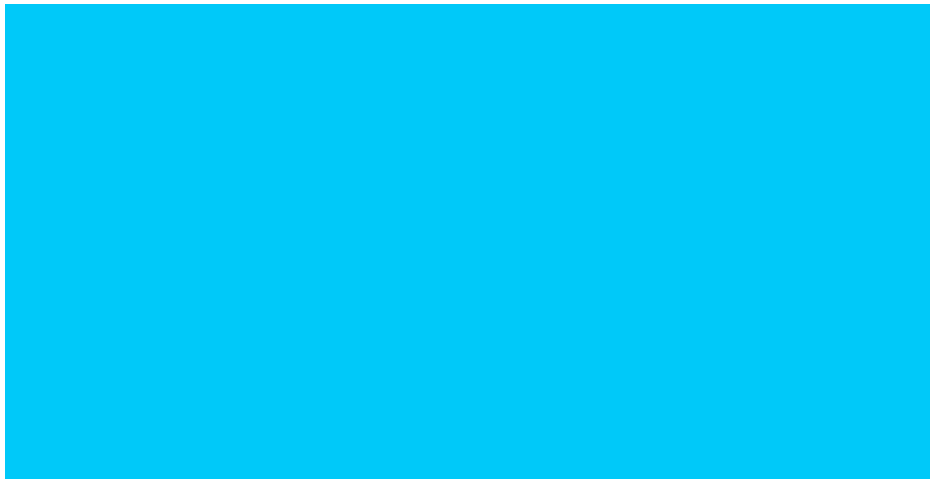


HG GROOMER'S HANDBOOK PROCESS DOC



TEMPLATE 1

We are so thrilled that you are joining our grooming family. Hollywood Grooming has lots of opportunities for you to learn, grow, and be successful.

Besides our fun groomers' group chat, we have holiday parties, team-building excursions, and more.

You should know you are joining

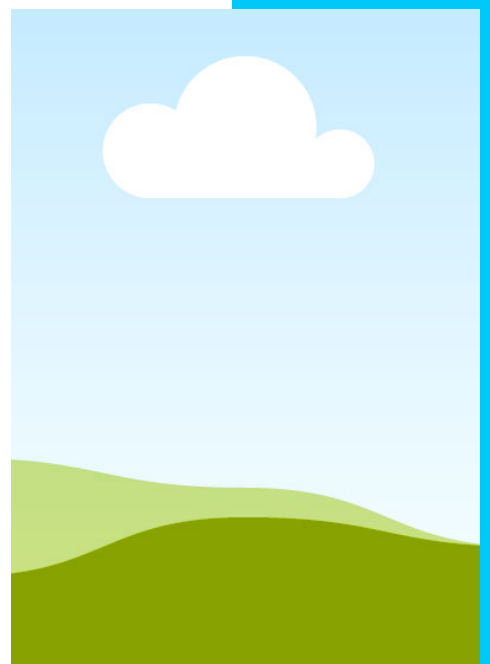
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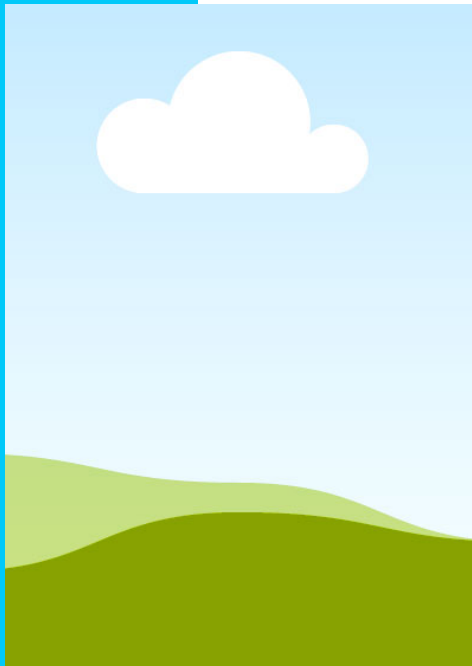
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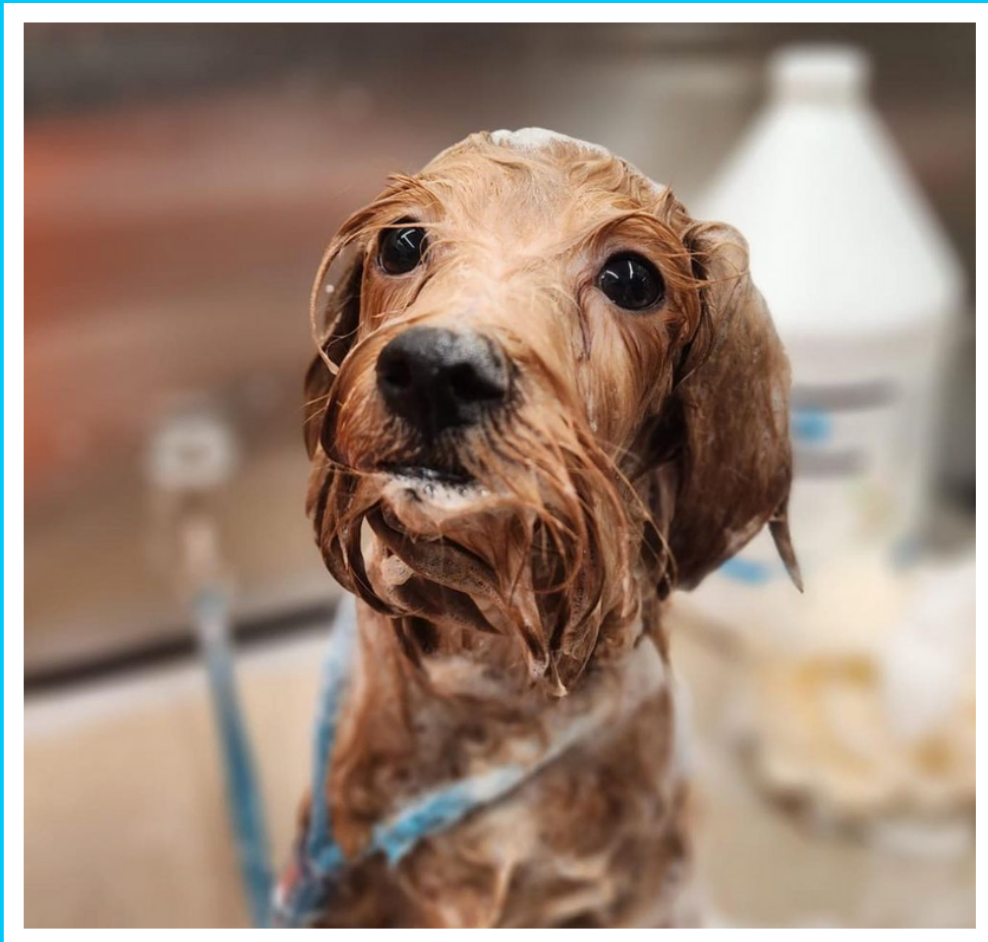


HOLLYWOOD GROOMING



EMPLOYEE HANDBOOK

HOLLYWOOD GROOMING



EMPLOYEE HANDBOOK

WELCOME TO THE HG FAMILY

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ABOUT HG

- how we started
- about the founders
- values and goals
- foundation



ABOUT HG

the history, mission, & story of us



THE OVERVIEW OF HG



Hollywood Mobile Grooming provides cat and dog grooming in our luxurious mobile vans and is owned and operated by the husband and wife team of Chuck and Yael Rubin. With over 25 years of experience, Hollywood Mobile Grooming is the Los Angeles area's largest dog and cat grooming company.

In addition to Chuck and Yael, Hollywood Grooming has a full staff of professional, kind, pet-loving groomers to meet the needs of all our customers. We also offer mobile pet grooming services, as well as luxury dog and cat spa services. In fact, we were voted the #1 mobile pet grooming service in Los Angeles by LA Magazine.

Coming to your door, Hollywood Mobile Grooming uses only natural products to clean and bathe your pets, and we also offer hot, lavender oil massages to help your pet feel relaxed and happy. Hollywood Mobile Grooming is a cage-free, restraint-free and muzzle-free pet grooming company.

We want your pets to be treated humanely and feel as comfortable as possible. All of our groomers are professionals using the latest in grooming techniques and tools while using the kindest, most gentle touch on your pet.

Our mission is to treat every pet with love and care to improve the lives of pets and their owners.

ABOUT THE FOUNDERS

MEET CHUCK



Since childhood, Chuck Rubin has had a special place in his heart for animals. Chuck was born in a rural, farming area of Sinai, Israel. Chuck was raised with all kinds of animals around like chickens, sheep, dogs, cats, rabbits, and even exotic animals. In 1989, Chuck served his country by joining the Israeli Army and rose to the rank of Commander which he held for three years.

Chuck came to the United States in 1992 to join his mother, and in 1994 he decided to follow his passion for helping animals by enrolling in a grooming school. Chuck's brother has also dedicated his life to animals and is a successful Veterinarian in the Central Coast area. Chuck has looked to his brother on many occasions for advice on animal health.

Yael – also born in Israel – is the youngest daughter in her family and has worked with animals ever since her childhood. By the age of 14, she was volunteering in animal shelters and just a few years later, Yael became involved with national organizations as an advocate for saving and rescuing abused animals. Yael joined the Israeli Army at 18, serving in the Special Rescue Unit that trained search and rescue dogs. She was then transferred to train TNT Dogs that sniffed out and located explosives.

MEET Yael

Yael then worked for the Zoological Gardens of Tel Aviv where she had the honor of caring for six long-tailed Macaque monkeys. A year later, Yael came to America where she was soon offered an amazing position in Los Angeles as a grooming assistant for Chuck Rubin where she began learning to be a professional groomer. For five years she specialized in working Hollywood Grooming's mobile pet grooming services. Yael is married to Chuck and they have two amazing daughters together.



BEING MOBILE

- Assitant
management
- comm with office
- driving/time
management
- software moego

CUSTOMER SERVICE

- Customer comm
- presentable attire
- presentable van
- timeliness
- respectful
- knowledgable
- proper recs
- dealing with challenging clients
- environment/neighborhood
- customer feedback

Groomer protocol.

1.FIRST INTRODUCTION.

Welcoming the owner and the pet at their home .

Knowing how to approach a dog in his territory as well as the owner .

Being professional and respectful and at the same time letting them feel you are knowledgeable and dedicated to them at that moment .

2. BODY LANGUAGE ASSESSMENT.

Being able to notice behavior and physical issues by looking at the pet and he's interaction with his owner and with the groomer also learning about physical and mental state of the pet by looking and touching the pet.(nervous, aggressive, scared , back pain).

3. PET'S ASSESSMENT PLAN.

Make a grooming plan after examining the pet and talking to client.

Being able to determine what's the best plan and being able to educate the client as well.

4. BATH PROCESS.

Choosing the right products according to client's needs and skin and coat condition of the pet.

Face and body scrub , glands express ,rinse.

5. DRY AND BRUSH-OUT.

Drying out different types of coats . De matting and brushing with/without the dryer .

Choosing the right tools

Time of process.

6.CLIPPER WORK.

Full clipper control for clean and even cut .

Choosing the right blades .

Hygiene trim,shave down (when severely matted cat/dog).

Poodle face , feet , lion cut , breed cut.

Being able to match a cut to a photo / video / directions

(no razor burn,skin tags/cuts).

Time



7. SCISSOR WORK.

Full scissor control.

Choosing the right type of scissors and knowing how to use all types

:straight,curved,thinning.

Full body scissor cut.

Time

8. FINISHING.

Complete all grooming steps :

Bath

Fluff and dry

Brush ,De Matt and comb

Clipper cut

Scissor cut

Nail trim / file with dermal

Ear cleaning / hair plucking

Hygiene trim

Accessories

9. MANAGING ASSISTANT

Teaching ,communicating, team work.

10. TIME MANAGEMENT.

Being able to evaluate how much time is needed for the grooming process ,deciding the time accordingly.

11. CUSTOMER SERVICE.

Providing a full professional service.

12. CUSTOMER COMMUNICATION

Understanding/respecting the client's needs and working together for the benefit of the pet .

Communicate through the program .

13. OFFICE COMMUNICATION.

Working together with office to get the best results .

(driving ,prices ,time.)

14. VAN MAINTENANCE.

Clean and organized van at all times

Oil change

Body shop maintenance

Taking care of equipment van/personal.

Keep van fully stocked

Responsible professional driving

Personal appearance.



Maintenance

we have high end vans and equipment. The better you take care and maintain, the longer you'll be able to use it. In addition. If you take care of your equipment, your equipment will take care of you. It will operate at it's best, it will make you look great because everything is clean and working and fabulous. Your van is your office, your space. Treat it well, keep it clean.

Cleaning routine

vans should be cleaned and sanitized at the beginning of the day, at the end of the day, and in between every client. This is mostly the assistant's job, so train them well. Every spare moment the assistant is helping you with a pet, they can be cleaning and organizing so that the cleaning work is easier. You should always have cleaning equipment in your van

- wipe down all the walls and floor
- vacuum the dryer filter and ac filter daily
- rinse the tub with soap at the end of every day
 - in between clients just dry the tub so that no water drop stains remain
 - make sure to clean the inside of the ramp so it doesnt get moldy. Also drain.
- Spray your tools, the table, and the tub with Lysol spray before every client
- clean your tools from hair
- Take out the trash every day.
- Take your dirty towels out every day
 - it's the groomer's responsibility to take care of your towels. We suggest taking them home every day and wash them so you have clean towels every day
- twice a week clean all the cabinets (wipe the inside, clean out hair, etc)
- Clean out the van once a week. Empty shampoo bottles, broken tools, etc. There is limited space in the van so make sure to only hold on to what you need.
- Replace luffa regularly
- Always have air freshner

basically, you should be prepared for a client to walk into the van at any given moment. So if i a client walks in and sees hairy tools or a dirty van before you start on their pet, that's not a great message/good first impression.

Fleas -

If you get a dog with a lot of fleas, your cleaning has to be extra thorough. Put the towels you use in a separate, closed bag. Close all the cabinets and drawers when you dry the dog. When washing, try to only use your hands. If you use a luffa and a brush, throw away the luffa afterward and sanitize the brush. At the end of the day, put a flea bomb in the van.

Outside of van - we have the outside of the vans professionally cleaned once a month, but in teh city the exterior can get very dirty so have your assistant wipe the outside regularly.

Once a week, go to the back of the van where you keep your hoses and dirty towels, etc. Clean and organize. Doesn't stink, isn't wet, etc.

Front of the van. Throw away trash, dont leave food or drinks etc. And vaccumm regularly so the ac doesn't break (other people use your van)

Dryer

Make sure the filter is not clogged with hair. IF dryer is not working or spitting black residue grossness it is broken. Contact the office and they will instruct you on where to take it in to get fixed.

Engine

- oil change is your responsibility, make sure to check the miles and the sticker. When you need one, call the office and have them schedule and appointment for you.
- If your van is a diesel van, make sure to pay attention to the DEF meter. Fill it up when necessary.
- Any issues or problems that come up, call the office.

Generator

- Generator needs an oil change/serviced every 150 hours (there's also a sticker to follow)
 - Use it for a day or two after it's been serviced, and then, check the oil level
- In the morning, you should warm up the generator before turning it on by pressing the button down for a few seconds and holding it. Then you can turn it on.
- Before turning it off, make sure that the AC is off.
- During the summer, it is common for the generator to overheat, which may cause it to stop working. In that case, open the back door and let it cool off.
- Any issues or problems that come up, call the office.

AC

- The AC screen should be vacuumed daily. Once a week clean the inside of it.
- Any issues or problems that come up, call the office.

Fully Stocked

- Once a week you will get supplies from the office. Prepare and provide a list of what you need to the office. This ensures that your van will be fully stocked with everything you need at all times.
- Broken tools replacement thing

Deep Clean

- Once in awhile we do a company deep clean. The managers will check each van for
 - fully stocked
 - repairs
 - cleanliness
- everyone cleans together
- deep clean should be completed by you and your assistant once a week
 - take everything out of cabinets, under the table all the walls, fan screens,

Personal Equipment

- You are responsible for taking care of your personal equipment which includes things like
 - clippers, blades, snap-on combs, scissors, nail Dremel
- keeping your nails and clippers sharpened is important to get good results and professional all that jazz.
- the tools that we supply are also your responsibility to take care of
- store properly and clean properly

MOEGO SOFTWARE

Moego is the software we use for everything. It holds your schedule, it's how you can communicate with clients and more. It is important that you feel comfortable using this software on a daily basis.

During your training in the van, you will get to see the app and practice using it. Ask questions throughout the process and make sure you understand how to use it on your own.

If you still feel like you need practice, there is an option to schedule a free demo and there is live support in the app.

