

Bentley's Fine Grooming Spa Employee Handbook

Bentley's Fine Grooming Spa
Bathing, Grooming and Love!

VOTED
"Best in Plano"
for Grooming
2009, 2010,
2011 & 2012



indoor coin-operated self serve
Bentley's Dog Wash

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Mission Statement

Our mission is continued recognition for the passion of our employees who provide quality, innovative services to the clients and their pets we serve in our community. Our focus is on excellent customer service and quality services. Bentley's Dog Wash and Fine Grooming Spa is dedicated to setting a standard of excellence in the pet care industry by caring for our client's individual needs with consideration, developing a team of dedicated employees, encouraging creativity and enthusiasm, and rewarding innovation and productivity.

Bentley's Dog Wash and Fine Grooming Spa promises to deliver the best products, equipment, and customer service to our guest and their four legged companions. We pride ourselves on the quality of our service and guarantee we will always give you service with a smile. Bentley's seeks to offer a comfortable and clean atmosphere for our guest to wash their dogs. A clean facility and a highly trained professional staff enable us to give a one of a kind dog bathing experience.

We pride ourselves on superior customer service. To our guest we say let Bentley's be your dog bathing tub away from home. Bentley's is proud to provide a unique service to our clients and looks forward to many more years of success in West Plano. We stand by our motto; "Bring the dogs, leave the mess, we'll take care of the rest." With our goal of keeping our customer service a priority we have been able to develop a successful, fun, and unique pet care facility for our customers.

Welcome Letter

Welcome to Bentley's Dog Wash and Fine Grooming Spa.

Dear Employee:

Welcome to Bentley's Dog Wash and Fine Grooming Spa. We are enthusiastic about this new opportunity for both of us. Bentley's is a company where you can enhance your professional pet care skills in a productive and enjoyably environment, and we look forward to adding you to our team.

Now that you are working here, you will become an important part of Bentley's Dog Wash and Fine Grooming Spa, and its future. Every position in our business is important, and you will play a key role in our continued success and customer satisfaction. Our success is based on delivering high quality customer service and providing exceptional pet grooming services.

We have developed our company through the hard work of our employees and by keeping the needs of our customers as a top priority. Respecting each of our customers and making them feel important at all times is made possible through teamwork and superior effort on all parts. We know you possess these qualities and look forward to developing a professional working relationship with you.

Should you have any questions concerning the information provide or the guidelines discussed in your employee handbook, please feel free to discuss them with our manager.

Welcome to our dynamic team,

Anne Nguyen, Business Owner
Lei Jia, Business Owner

Fly Chapter One



Chapter One

Our History

Bentley's Dog Wash and Fine Grooming Spa is Plano's first coin-operated dog wash and full service grooming salon. Bentley's is a unique pet care facility built from the ground up with one common goal, a superior customer experience. We opened our doors in August of 2006 after three years of planning and developing the ideal conditions for a self-dog wash and professional grooming salon.

Our idea originated when we live in Monterey California where we saw a similar business. We began our journey there and continued to travel the United States in our search for the best products, design, and equipment. Bentley's Dog Wash and Fine Grooming Spa is a top of the line, state of art, dog washing and grooming facility. We take pride in the services we now offer the residents of Plano, Texas and the surrounding communities. Our facility was the first facility of its type to offer both a coin-operated dog wash and a fulltime professional grooming salon in the nation.

Bentley's Dog Wash and Fine Grooming Spa's unique identity has sparked the interest of Plano's residents and residents of surrounding communities. Their interest has afforded us the opportunity to grow as a successful business. Thanks to the support of our clients Bentley's Dog Wash and Fine Grooming Spa has been successful in delivering a one of a kind service to the City of Plano for over six years. We look forward to the continued success of Bentley's through superior customer's service and the hard work of Bentley's employees.

Awards and Recognitions

Bentley's Dog Wash and Fine Grooming Spa proudly displays its recognition as the best grooming salon in Plano for the past five years. Our *WFAA "Best of"* Certificates are displayed in the dog wash facility and serve as a daily reminder of why our business has continued success

Along with five *WFAA "Best of Awards"*, Bentley's Dog Wash and Fine Grooming Spa is the proud recipient of six consecutive *Plano Star Courier "Top Five Picks"* for small businesses in Plano, TX region. Our awards and Recognitions are a direct reflection of our commitment to our clients, our community, and our profession.

In addition to our awards and recognitions Bentley's Dog Wash and Fine Grooming Spa was featured in *D- Magazine*, *The Dallas Morning News*, and on KXAS Evening News. We thank all of our supporters for our continued success and look forward to serving the city of Plano and our surrounding communities for many years to come. With your support and our passion for the care of your pets our business will continue to be ranked among the best of the best.

Furthermore we are committed to our community. We are also a member of the Plano Chamber of Commerce and do our part by give back to the community. Each year we sponsor an Angle Tree through Collin County Animal Shelter and we offer complementary grooms to dogs in our community shelters needing to find a new home.

Our Services

Bentley's Dog Wash and Fine Grooming Spa offers a wide variety of services for our clients. It is important to understand each of the services and to become familiar with how each service is delivered to the clients. The following is a list of services provided to our guest:

- Professional Grooms
- Professional Bathing
- Coin-Operated Bathing
- Blue Berry Facials
- Nail Cutting
- Full Body Massage
- Teeth Brushing
- Anal Gland Expression
- Flea Baths
- Nail Filing
- De-matting and de-shed
- 10 min body massage
- 5 min facial massage

Fly Chapter Two



Chapter Two

Employee Expectations

As an employee of Bentley's Dog Wash and Fine Grooming Spa we expect professionalism at all times. Customer service should always be your top priority. It is the responsibility of each employee to help us maintain our level of excellence. Through team work, team meetings, individual contributions, and professional and positive attitudes from all our employees our business will continue to be recognized as the best. It is the responsibility of all employees to ensure our facility always promotes a clean and welcoming environment for each of our guests.

Maintaining a clean facility is paramount in continuing the growth of our business. Ensuring each guest has a positive experience at Bentley's Dog Wash and Fine grooming Spa is essential at all times. The use of inappropriate language, to include negativity, or foul words will not be tolerated at any time. Personal grooming standards are expected, your appearance should be well-kept while employed at Bentleys. Always ensure your name tag is worn with the uniform and your uniform is clean and presentable. Remember you are a direct reflection of the services we provide.

In addition to a professional appearance and positive attitude all employees are required to understand how to operate the equipment in the dog wash section of the facility. Furthermore is essential for all employees to understand each of the services provided at Bentley's Dog Wash and Fine Grooming Spa. The next section of the employee handbook will list all of the services we provide and guide you through the necessary steps to complete a successful dog wash in the coin-operated dog wash. It is paramount for each employee to understand how to walk a customer through the process for our business to continue to be successful.

Working Hours

The manager and staff work from 8:30 a.m. to 5:30 p.m. with one hour for lunch. Groomers are required to arrive no later than 8:45 a.m. and will stay until their final groom is completed. Since our groomers work off of commission a lunch break is not mandatory for them. Staff employees are required to take a 30 minute lunch for a 6 hour work day and a 1 hour lunch for a work day exceeding 8 hours. Lunch breaks are not scheduled and are to be taken only with the approval of the manager. This is to ensure the flow of the day is not disrupted.

Absences

It is your responsibility to be on time and prepared for the work day. If you will be late or absent, please call our office manager as soon as possible so that arrangements in the daily schedule can be made promptly. Speaking directly with the manager is paramount; our manager is on site from 8:00 a.m. to 5:30 p.m. each work day and can be reached at 972-974-6425 during those hours. Failure to contact the manager on duty will result in an unexcused absence and is grounds for immediate termination.”

Sexual Harassment

Bentley's Dog Wash and Fine Grooming Spa employees should be able to enjoy a work environment free from sexual harassment; this includes sexual language, undertones, behaviors and advances. Sexual harassment will not be tolerated by any of our employees and will result in immediate termination of the guilty party and civil action. All instances should be reported directly to the manager on duty. If the complaint directly involves the manager, the employee shall contact the business owners immediately to file a formal complaint.

American with Disabilities Act of 1990 (ADA)

“The ADA makes it unlawful to discriminate in employment against a qualified individual with a disability. If you are an employee with a physical or mental impairment, you may ask for a reasonable accommodation to assist you in performing the essential functions of your job. You may contact your supervisor if you believe you need a reasonable accommodation.”¹

Drug/Alcohol Testing

Bentley's Dog Wash and Fine Grooming Spa has a “zero tolerance” policy for the use of controlled substances by all employees. All employees working for Bentley's Dog Wash and Fine Grooming Spa are subject to random drug testing at the owner's discretion. Tests are not announced in advanced and any employee who will not consent to a voluntary drug test will voluntarily terminate their employment.

¹American with Disabilities Act of 1990 (ADA) clause taken from the Texas Workforce Commission Website, this site can be visited at www.twc.state.tx.us

Fly Chapter Three



Chapter Three

Pay Periods

Bentley's hourly and commissioned employees are paid on a bi-weekly basis. Pay periods start on Tuesday and go through the second Saturday of the pay period. Paychecks do not include the hours worked during the week of the pay date. Paydays are one week behind and therefore should you voluntarily leave Bentley's or be asked to leave Bentley's your final check will reflect the hours worked from the last pay date through the week your employment is terminated. All employee paychecks will reflect the hours worked during the pay period, any personal time off hours, paid holidays, and employee tips

Hourly Pay

Employee pay, as set by the Texas Workforce Commission, will be set at a rate determined by the employer, but will not be less than the rate set by the Texas Minimum Wage requirements. For further information regarding state minimum wage requirements please visit the Texas Workforce Commission's website. All hourly employees are paid within the standards for W-2 tax purposes. Employees working more than 6 consecutive days or exceeding \$600 dollars in compensation will not qualify for 1099M status. It is the employee's responsibility to ensure the taxes are paid on their wages annually.

Commissions

Bentley's professional dog groomers are paid at a rate of 50% to 60% commission (unless previously noted by the owners) on all grooms completed. Additional services added to the groom such as teeth brushing, facials, nail filings, and massages will be paid at a rate of 20% commission. Daily commission sheets are available for both groomers to view at all times. Hard copies are stored in the daily folders in the manager's offices and digital copies are retained on file in the business computer. Professional dog groomers do not receive commission for any baths not approved by the business manager. Groomers are asked not to discuss their rate of commission with the other groomers as their commission is a direct reflection of their experience. Employees working more than 6 consecutive days or exceeding \$600 dollars in compensation will not qualify for 1099M status. It is the employee's responsibility to ensure the taxes are paid on their wages annually.

Employee Tips

All employee tips will be recorded for tax purposes. Cash tips will be dispersed throughout the day and any tips made via credit card, debit card, or checks will be added to the employee's paycheck and payable at the end of each pay period. Tips are split between the groomers and the bather at the rate of 20% to the bather and 80% to the groomers. In the event a groomer bathes

their own groom dog, the groomer shall receive 100% of the tip. In the event the dog is only scheduled for a bath, the bather shall receive 100% of the tip.

Employee Holidays

Bentley's observes three paid holidays per year. All full time employees working more than 35 hours a week and groomers will receive holiday pay for the following holidays:

Christmas Day
New Year's Day
Thanksgiving Day

Holiday pay for hourly employees will reflect 8 hours of the employee's hourly pay. Holiday pay for the groomers will be paid at the rate of \$60 dollars per day.

Employee Benefits

At this time Bentley's does not offer employee health, dental, or vision benefits. All full time employees working more than 35 hours a week are eligible to accrue personal time off (PTO) not to exceed 8 days annually.

Fly Chapter Four



Chapter Four

How to use the Coin-Operated Dog Wash

Bentley's Coin-Operated Dog Wash offers our clients the unique experience of self-bathing with all the conveniences of home without the work of cleaning up the mess. Bentley's Coin-Operated Dog Wash was designed for those clients looking for a simple solution to the hassles of bathing their dogs at home. At Bentley's our guests enjoy the comforts of ergonomically designed bathing tubs, the use of high quality shampoos and conditioners, and a built in drying mechanism that affords them the opportunity of taking home a clean and dry dog.

Our dog bathing system was designed with the client's needs in mind. Our tubs were designed to ease the strain of having to bend over the bathtub at home while trying to wash their dog, our high powered dryers provide the ability to take home a dry dog, and the high quality dog shampoos and conditioner leave each dog's coat clean and healthy. Our guests at Bentley's are able to enjoy the ease of having a clean dog without any of the stress normally associated with getting the job done. Each of our six dog bathing tubs is set up for optimal comfort, with walk up tubs that prevent the guests from having to pick up or lift the dogs into the tub, conveniently located dog hitching stations, towel racks, and automatically dispensed shampoo and conditioner.

Bentley's Coin-operated Dog wash allows customers to pay with cash, credit card, quarters, or professionally designed Bentley's Dog Wash coins. Upon arrival at Bentley's each guest is greeted by a professionally trained member of our staff. The employee's primary objective is to make each of our guest experience at Bentley's a positive one. After greeting each guest our employees inform the guest of all safety rules and walk each guest through Bentley's Coin-operated Dog Wash procedures. Once our guests feel confident about the dog washing procedures it is time to begin.

The first step in using the coin-operated dog wash is to determine the amount of coins needed to complete the wash. Keep in mind it requires four Bentley's coins or four dollars to start the dog washing station, this will give the client 4:48 seconds on the dog wash timer. Once coins have been purchased and the guest selects the tub location they prefer our employees help the client get the dog into the bathing tub.

Upon guiding the dog up the dog wash ramp and into the tub, a secure lead is placed around the dog's neck and connected to the dog washing hitch. At this time the dog's collar and leash should be removed. Check to see how much time remains on the dog wash control panel, you may need to deposit more coins. The machine will beep, letting you know when your time reaches one minute remaining.

Next the client should now deposit four coins into the dog wash control station mounted to the wall to the right side of each dog washing bay. Once four coins or four dollars have been deposited into the dog wash control station the machine will automatically start. The wetting

rinse is the first step in the dog bathing process; this step gets the dog's coat saturated and ready to receive the shampoo. Once the dog is completely wet the client is ready to add shampoo by turning the knob on the dog wash control station to the shampoo option. Clients should allow time to lather the dog's coat with shampoo while scrubbing the coat thoroughly before selecting the next cycle on the dog wash control panel.

Once the dog is lathered with shampoo the clients should select the next rinse cycle by turning the knob on the dog was control panel. After the coat is thoroughly rinsed the next step is to turn the knob on the dog wash control panel to conditioner. The conditioner cycle will moisturize and helps restore shine to the dog's coat. Once the conditioner is applied all over the dog's coat the client should select the fine rinse cycle by turning the knob on the dog wash control panel to the final rinse option. After the dog's coat has been rinsed and no conditioner remains on the coat the client is ready for the final step in the bathing process.

To complete the bathing process the client should turn the knob on the dog wash control panel to one of the two drying options; small dog dry or large dog dry. The amount of time required to dry each dog will depend on the dog's size and the length of the coat. Placing the drying hose close to the dog's coat and moving your hand in a circular motion will produce the best results. Once the dog's coat is completely dry the bathing process is completed. The owners should place the dog's collar and leash on the dog and remove the bathing tub lead from around the dog's neck. Slowly guide your pet down the bathing tub ramp and you are finished with the process.