



Salon Standards Guide

Version 1.0



Introduction

One of our IPP Field Leadership Qualities is to Drive Operational Excellence. Within that quality we have increasingly higher standards for operational excellence. All salons will have the ability to drive this leadership quality by using this tool as a reference to create and maintain exceptional salon standards that our pet parents can trust.

Leverage this guide while inspecting/visiting the salon to add clarity to the daily operations of the salon and offer clear direction for improvement opportunities as well as recognizing superior execution.

Salon focus areas included in the guide are as follows:

- Salon entrance
- Check in/out area
- Salon finishing area
- Bathing area
- Kennel area
- Salon product storage area

Additional supporting items:

- Stylist dress code
- Check in/out guidelines
- Grooming table
- Cleaning check list
- Workstation
- WildSaints product
- Washer and dryer
- Salon safety
- 123pet scheduling system
- Salon Performance Board and Daily Invoice

Remember to always follow safety guidelines in the salon and never be unaware of a safety hazard!



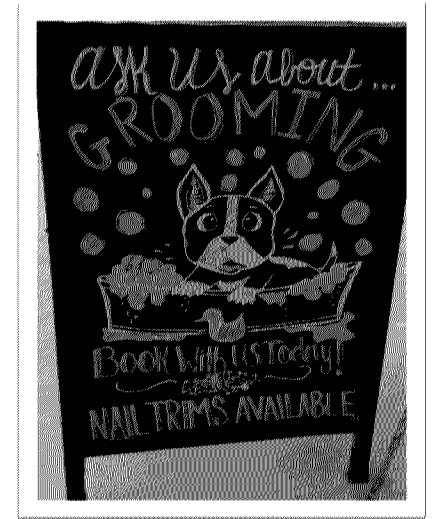
Salon Entrance

This is the area a customer sees when inquiring about grooming services, their first impression of how we conduct business and more importantly, the care we provide for their pets.

The following should be present:

Signage:

- Grooming salon hours
 - Here this link to locate the Grooming hours template
[Salon Hours Template](#)
- Chalk board or A frame board approved signs displaying current promotional services
- Only approved signage is displayed, all other signage must be removed



Floors:

- Sales floor is clean and dust/hair free around the entrance of the salon
- Floors should be swept and mopped throughout the day, clean as you go
- Flooring base boards should be clean and replaced if damaged

Windows:

- Windows and window ledges are clean inside and out
- Doors with windows must be cleaned and wiped inside and out
- No stored supplies on ledges or pushed up along windows

Walls:

- Walls should be clean around the salon entrance and not damaged
- Walls should be wiped down to prevent the buildup of hair particles and debris
- Repainted if paint is chipped or marks cannot be removed



Ceiling:

- Ceiling should be free of dirt, hair or other particles
- Tiles should be replaced if broken or water damage has occurred
- Ceiling air vents needs to be vacuumed off a minimum of once daily and free of debris and filters are changed based on the specific ventilation requirements
- All lights should be in working order - replace burnt out bulbs immediately

Stylists Dress Code



- Stylists should have professional appearance neat, clean clothes, plain colored shirts no logo shirts if uniforms are unavailable
- Stylists should try and have a positive facial expression while grooming as a pet parent may watching and there could be a misinterpretation of the meaning
- Happy to be helping pets live happy, healthy lives

Check in/out Area

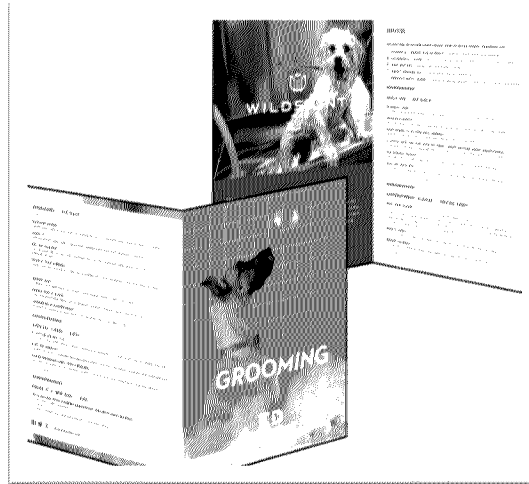
- Slip leads are available and in use for Stylists/Bathers
- Counter and shelves should be well organized, clutter free, no dust or hair
- Pet scale is in working order and cleaned between pets (if available)
- No pets on any counters, at any time in the store
- The pet should be checked in and out using the Check-In and Check Out Guidelines
Click here to review the guide [Check in/out Guide](#)
- Grooming salon menus are accessible to the Pet Parents as a tool to for the team to use to promote services that are right for the pet and enhance the customer journey





INDEPENDENT PET PARTNERS

- At check out, rebook the pet's next grooming appointment and recommend additional products as appropriate
- Check out report cards are used when checking out each pet



Salon Finishing Area

This room is the core of the grooming salon. The salon finishing room should smell good, feel open and welcoming.

- Pet Parents are not allowed into the finishing room
- Salon floors room should reflect the sales floor standards
- Sweeping and vacuuming between each pet is required
- Mopping is also required at the end of each day
- Walls need to be wiped down daily to prevent the buildup of hair particles and dirt
- Walls that are damaged need to be repaired quickly and repainted to keep the room looking fresh and new
- Our grooming salons must be clinically clean as this is where we are caring for the Pet Parents loved ones

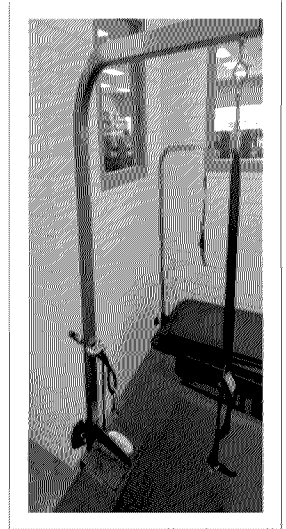


Grooming Tables

- Dogs should never be more than an arm's reach away
- Dogs should never be in the grooming area without a team member present
- Grooming tables need to be sanitized between each pet



- Tabletops should not be cracked or broken.
- Tabletops that have a rough top require scrubbing with a brush to remove debris daily
- Table arms are in working order, easy to move up and down. Arm should be removed from the table and cleaned under weekly
- Each grooming table should have a minimum of one anti-fatigue mat
- Electrical cords should be out of reach of any pet and not in a walkway
- Salon temp should never be over 80 or under 60 contact emergency repairs and send pets home if unsafe temperature cannot be repaired within 30 minutes
- Grooming loops are not frayed and working properly
- Groomer's helpers are clean, and loops are in working order
- Remove trip hazards such as dryers' cords and hoses should be hung up or placed out of the walkway
- Vacuum should be stored out of the way of team members
- Vacuum filter needs to be cleaned daily and replace if the filter has holes or rips



Use the provided cleaning checklists throughout the day to maintain high levels of visual standards.

Use the links to locate the checklists.

- [Grooming Daily Cleaning Checklist](#)
- [Grooming Monthly Cleaning Checklist](#)

Workstations



- Workstations and tools are kept organized, clean of hair and dust
- All personal items must be stored in grooming station or lockers in the breakroom
- No open top beverages or food in the salons – sealable bottles or cups with covers are approved
- No appliances in any of the grooming areas such as fridge, microwave or coffee maker
- Tools should be sanitized between each pet with Kool Care
- Maintaining sharp grooming tools is required and is the responsibility of each groomer – broken blades must be recycled

Bathing area

This area is wet 99% of the day, cleaning up between each wash is needed in the bathing area.

- The area should not have a smell of mold or sewage when you enter
- Tub must be sanitized and cleaned between each pet using KennelSol, check to make sure correct dilution is used to mix disinfectant
- Eye solution should be available and used at all grooming tub stations
- Walls need to be sprayed and wiped down daily
- Mixing bottles are clean and dilution ratios are legible on each bottle
- Floors must be squeegeed if water pools
- Drain baskets must be emptied as necessary to avoid clogged drains



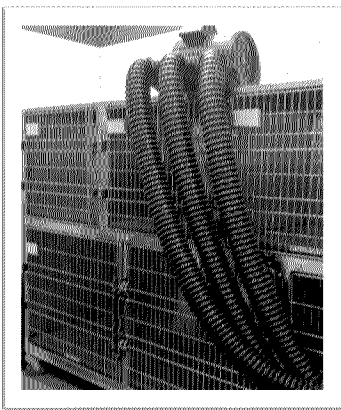
- Tub hair traps must be cleaned between each pet to prevent clogs
- Pet should not be left unattended while in a tub. Stylist should always be in arms reach of the pet
- Tub ramps need to be pulled out and cleaned
- Ramps should pull out with ease to assist larger dogs into the tub safely
- Tub loops must in every tub and in working order
- No build of soap scum, lime, or rust under the mats or grates, the inside the tubs need to be scrubbed out daily
- Replace the tub rubber lining if it's torn, cracked or missing pieces
- Faucets must be shut off when not in use and not leaking. Sprays and hoses must be in working order on all tubs
- Replace tub door lining. There should not be any sharp edges around the tub door
- Dirty towels should be in a laundry basket or laundry bag



Kennel area

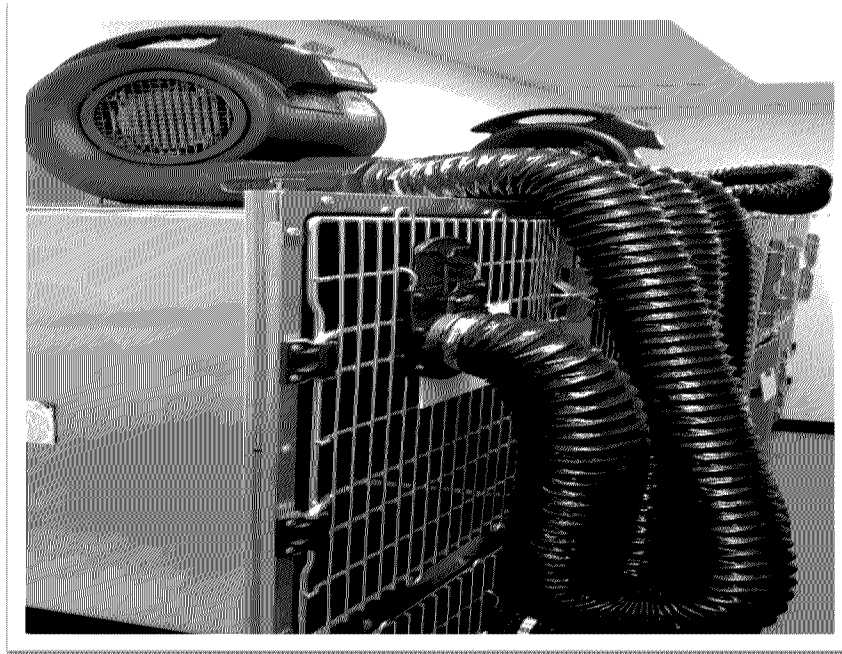
This space is home to all the pets in our care. Safety is our top priority.

- Dryers that are attached to kennels need to be cool air dryers NO heat
- Kennel doors are free of hair, dust and rust

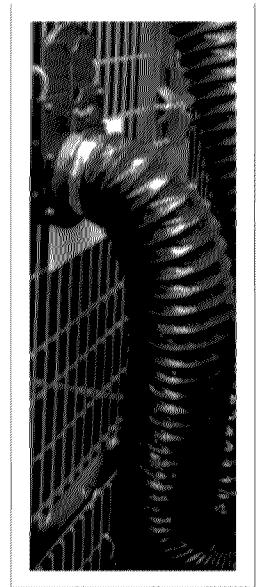
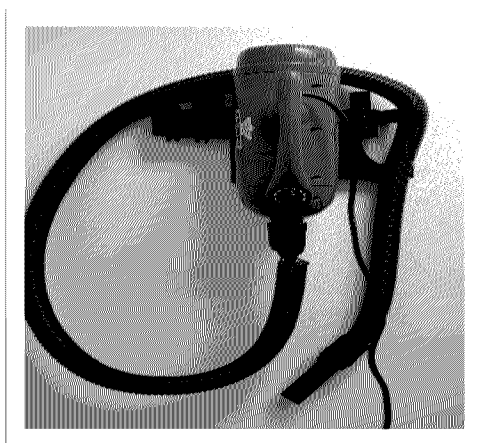


- Kennels are deep cleaned twice a week
- Kennels are clean and sanitized between each pet
- No personal items stored in kennels or on top of kennels
- Pets must not have collars or leashes around their necks inside the kennels
- Nothing should be in the kennel with a pet
- Listen for noises when pets are kenned. If the bark or whining changes tone check on the pet immediately

- Ensure dryers are secured to the tops of the kennel banks to prevent them from falling
- Kennels are hair free when looking underneath, behind them and on top



- All dryers are in working order
- Hair needs to be removed throughout the day on all dryer vents to prevent hair from reaching the motor
- Dryers need to be wiped off daily dust and hair free
- Remove the hoses and thoroughly wipe with a damp cloth to remove dust and dander from the outside of the hose
- While the hoses are detached from the main housing, place them in the tub and rinse the inside of the hose with warm water and let dry
- Dryer hoses should not be ripped or have wires exposed (no duct tape)
- High velocity dryer filters must be washed and cleaned at the end of each shift



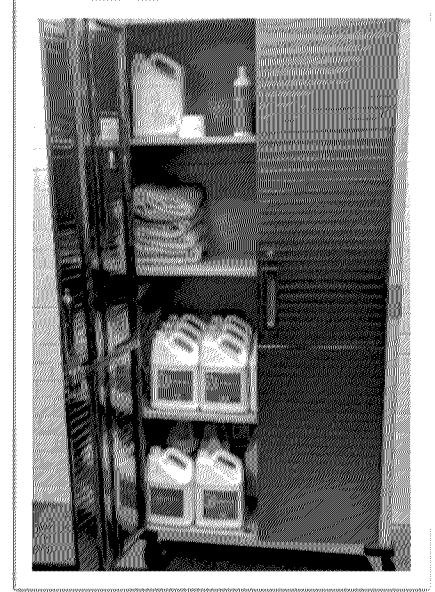
- High velocity dryers rinsed and sanitized weekly to remove any dirt or debris that have been pulled
- Filters must be replaced if there are rips in the filter allowing hair to reach the motor

Salon Product Storage area

Using company supplied products only will reduce the number of incidents caused to team members and pets in our salons.

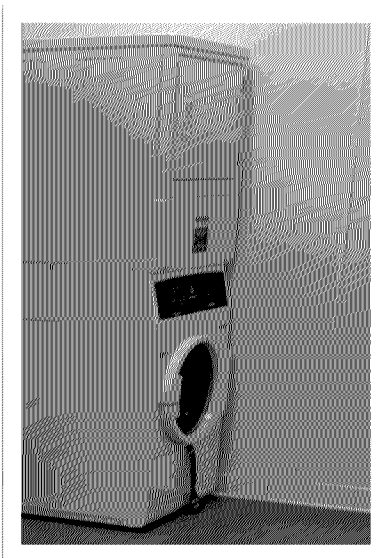



WILD SAINT



- ONLY shampoos, conditioners, styling aids, facials, special treatments, oral care, paw crème, and nose butter available by WildSaint are permitted in the salon.
- Any products not company approved will be removed from the salon
- All cleaning spray bottles must be clearly labeled
- Rotate supplies by expiration date and supplies are neatly organized in a cabinet or storage rack

Washer and Dryer



- Wash and Dryer area (NA in some locations) need to be wiped down daily
- Vacuum underneath and behind the washer to prevent buildup of hair daily
- Lint trap must be emptied between each load of towel load
- Grooming towels, slip leads, smocks and mop heads washed in washer
- Do not stack any supplies on top of the washer and dryer
- Inside the washer remove hair/debris from between the rubber lining
- Ensure the vent hose for the dryer is attached correctly. Remove the vent hose to check for buildup of excess lint

Salon Safety

Ensure the safety of our Salon team members and the all the pets in our care is top priority!

- Every Salon has an Emergency packet to be used as reference in the event of a pet emergency. Review accurate content when you visit the salon
- The Emergency packet should be in a Red folder and should include:

Contact List

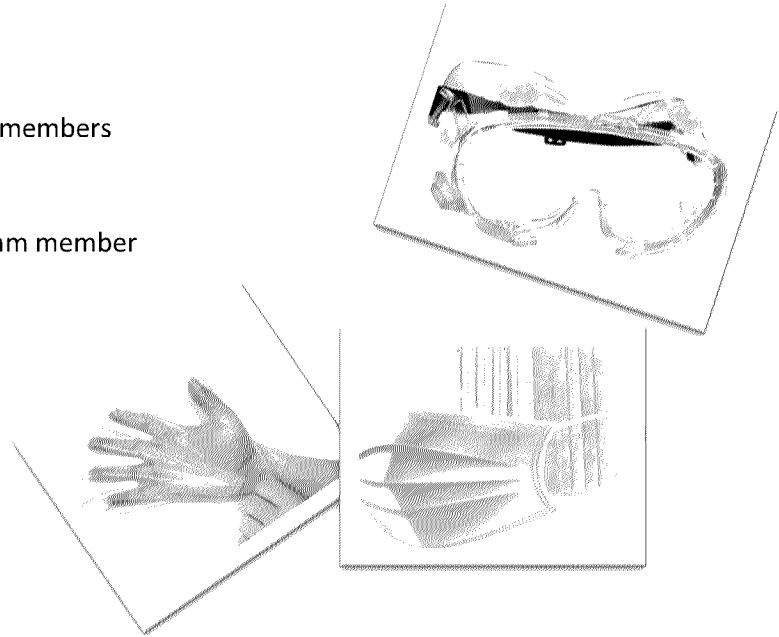
Vet's contact and printed direction maps

Service injury protocol

How to submit an incident form

Blank service injury sheets

- Ear protection should be available for all salon team members
- Muzzles are available and in good condition
- Vet Wrap is available in case of an emergency
- Rubber gloves, masks and safety goggles for each team member



Thank the team for all their hard work in maintaining a high standard of excellence in the salon!