



*Purrdy Paws*  
Pet Grooming Spa

**PURRDY PAWS CO-OP PROGRAM**

### **What is The Purrdy Paws Co-op Program:**

The Purrdy Paws Co-op Program is one that aims to build students up as future employees, with a specific focus on the animal sector. We focus on giving students real world experience that we believe will help them to succeed in the future. The duties and responsibilities with our company while in the co-op program aim to provide students with experience in a variety of areas in order to have them exposed to different tasks so as to round out their experience in the workplace. Purrdy Paws is unique. As a grooming salon, we work with clients, pets and specialize in animal care. This is a special opportunity for someone with an interest in animals to gain valuable experience in this field.

### **How does the PP Co-op Program benefit you?**

As a grooming salon, we work with both clients and animals on a daily basis. A student participating in the co-op program with us would gain valuable experience in:

- Working with customers
- Booking appointments & administration
- Handling animals
- Aspects of maintaining a salon and business

### **How do you add value to our team?**

A company can choose to not participate in a Co-op relationship with a school. Purrdy Paws chooses to for the following reasons:

- **More people is always helpful!** As a small business, we always appreciate and need the help to get things done. Every task adds value to our business and helps us succeed.
- **The grooming business is niche!** The grooming industry is a small one in Ottawa. We want to help ensure the future of the grooming industry in Ottawa.

**Who do we allow into the Co-op Program:**

Our desire is to train you for the real world! In the workplace, you have to fulfill a certain criteria to get the job as well as have certain attributes, skills and interest. It's no different for us! Here is our criteria:

- Bring a prepared resume to your interview
- Dress appropriately for the interview
- Know a bit about our company via the website

**Attributes:**

- Strong work ethic
- Positive energy
- Appropriate appearance (clean, dressed appropriately)
- Strong communication skills
- Independent worker
- Team player
- Listens to instructions

**Skills:**

- Bilingual
- Has prepared a resume
- Has some experience with animals

**Other:**

- Some experience or interest in animals
- Some interest in a career with animals

***Do you have what it takes? We would love to have you! Below you will find a list of the typical tasks and responsibilities you would be doing.***

***Please review with your teacher and discuss.***

## TASKS and RESPONSIBILITIES

During your placement with Purrdy Paws, you will be asked to do the following on a regular basis. Some or all of these tasks could occur in a day! These tasks are separated between :

- morning tasks
- evening tasks and
- tasks that should be done both morning and evening

### MORNING ONLY TASKS:

Set up back (matts, lights, freezer, music etc)	AM
Set up back (tubs, kennel bank, tables etc)	AM
Mix products for the day	AM

### MORNING AND EVENING TASKS:

TASK	WHEN
Sanitize frequently touched surfaces	AM & PM
Fold & Restock Towels	AM & PM
Clean Bathroom	AM & PM
Front & Back Kennels	AM & PM
Windows (Front & Back)	AM & PM
Product Shelves ( Front & Back)	AM & PM
Dust Food Bags	AM & PM
Vacuum	AM & PM
Shoveling/Salting Walkway	AM & PM
Clean Fridge/Microwave	AM & PM
Clean/Sanitize Tubs	AM & PM
Hang & Label Gear	AM & PM
Answer phone calls & emails	AM & PM

Book Appointments	AM & PM
Handle P.O.S System	AM & PM
Merchandising and Inventory of shampoos and other grooming supplies (bandanas)	AM & PM
Assist Groomer's with overall handling (holding and carrying)	AM & PM
Assist with bathing and blow drying of dogs	AM & PM

## EXPECTATIONS

Every student is responsible for contributing to the Purrdy Paws team and company as a whole. From students to the 'big boss', we all work together to deliver excellent service to our customers who are entrusting us with one of the most precious things in their lives- their pets.

Here are some things we expect of every member of the Purrdy Paws team, including you!

**Be respectful:** Speak respectfully to others. Even if you disagree, respect is always free.

**Be friendly:** Always be courteous to your team and to clients. Say 'hello', make eye contact and offer to help if necessary.

**Be kind:** Kindness should always be available to others. In our work, even if someone is unkind to you, we still treat our customers and each other with respect and kindness no matter what.

**Be communicative:** If you are unsure, upset, or see something you aren't sure about, speak up! We want to know what you think and we value your opinion.

**Be responsible:** Every day you're given tasks to do from your supervisor. Take responsibility for your work and ask questions if you aren't sure. We are here to help you, and we also expect that you will take ownership of whatever you are given and do it to the best of your ability without requiring constant oversight. Consider this as your first job :). It's important and what you do impacts those around you.

**Take instruction and feedback respectfully:** We all make mistakes because we are all human! When you're given instruction for your work or feedback to improve, take it respectfully with a disposition of learning. Leaders are learners, that's why we want you here!

**Ask questions:** Everyone gets confused. Even if you think it's embarrassing, it's better to ask a question than to make a mistake that could end up hurting someone or an animal. Ask lots of questions so that you can help your team succeed and learn.

**Take initiative:** We are a small fast-paced business. We really appreciate when individuals take on different tasks and ask how they can be of service to the company. This also allows you to learn new skills.

**Timeliness:** We expect you to show up on time everyday, ready to work! If you are running late we expect you to text your supervisor in advance.

## INTERVIEW PREP QUESTIONS:

## **FOR THE EDUCATOR:**

These are interview questions we typically ask our co-op students when considering them for our program. Please prep your student accordingly.

Alongside being prepped for an interview, we ask that the student has a working knowledge of Purrdy Paws (via our website) and is dressed appropriately for an interview. You may show the student the questions below to help prepare them and practice.

### **General**

1. Tell me about yourself
2. How do you fit the qualifications for this position?
3. What interests you about doing your co-op at Purrdy Paws?
4. Do you have dreams about the kind of job you will have in the future?
5. What made you choose to do co-op?

### **Character/Personality**

1. What's something you have accomplished that you're really proud of?
2. Have you ever done a group project and someone gave you critical feedback about your performance on the team? What was it and how did you handle it?
3. Tell us about a time you messed up at something and how did you handle it?
4. How would your friends describe you?
5. Have you ever had a hard time figuring something out, and what did you do to solve the problem?
6. What's something you think you're really good at?
7. What's something that makes you frustrated?
8. What do you think the biggest thing is that you'll bring to the team here at Purrdy Paws?

### **Skills/Experience**

1. Do you have hobbies or have joined any teams?
2. Have you ever had to manage a project?
3. What subject at school do you like the most, and which do you like the least?
4. Do you like animals? Have you worked with them before?
5. Do you have an interest in working with animals in the future?

### **Close**

1. What do you hope to get out of this experience?



**WE LOOK FORWARD TO HEARING FROM YOU!**

*Should you be interested in joining the Purrdy Paws team for your Co-op Placement, please discuss with your teacher to book an interview time and give us a call.*