

DOG - N - SUDS PET GROOMING & SCHOOL
643 W. Liberty Street
Medina, Ohio 44256
Groom Shop 330 - 722 - 5051
Cell Phone 330 - 416 – 5892

CERTIFICATE NO. 05-09-1764T

INTRODUCTION

My decision to open a dog grooming school was made because I felt offering a better learning environment with more hands on experience was a necessity. Students will not just be practicing on given dogs, they will be able to observe all aspects of the dog grooming business as they become part of the world of dog grooming.

Thank you for your interest in our dog grooming school program. Please allow me to tell you a little bit about myself.

My name is Phyllis McDonald and I have lived in Medina, Ohio all of my adult life. My husband Bill and my children share our lives with five bullmastiffs and two cavalier king charles spaniels.

“My daughter and I went to her school and we have absolute, total confidence that we are prepared to start our own successful dog grooming business.”

I own Dog - N - Suds Pet Grooming and my business has grown every year. I have personally GROOMED OVER 10,000 DOGS.

My most fervent desire is that my students will feel confident in starting their own business or joining an existing business at the completion of this program.

During this program students will be taught many aspects of dog grooming including: animal treatment and safety, how to use clippers and scissors, dematting and styling, customer service, and investment start up costs.

My students and I will have fun as we make our groomed dogs beautiful and our clients happy while enjoying the humane and profitable world of dog grooming.

“Since she takes no more than three (3) students at a time, we were all given good training and received a lot of close hands on attention.”

When you choose to enroll in our program please fill out the enrollment agreement on page 6 of the catalog along with the \$300.00 registration fee. Please read and sign pages 6, 7, and 8 and return these pages along with the registration fee to our school and you are ready to start.

I'll be happy to assist you in any way.

Sincerely,
Phyllis McDonald
Owner/ Instructor

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SCHOOL CALENDAR

We do not utilize the conventional academic school calendar. School is based on students' individual needs. Hours will be scheduled based on the dogs' availability and students' ability to schedule clock hours. Dog - N - Suds will work with each student to compose class hours that work for the student.

If a student is unable to attend class it is the student's obligation to let the school know as soon as possible because scheduled dogs may need to be cancelled. Weather may be an important factor and class may need to be cancelled. The safety of our clients, their animals, and the students must be of primary concern.

Dog - N - Suds will observe the following holidays: New Years Day, Memorial Day, July 4th, Labor Day Thanksgiving Day, Christmas Eve, Christmas Day, New Years Eve

ENTRANCE REQUIREMENTS

- Applicant must be 18 years of age or older.
- Applicant must attend class when scheduled and be on time.
- Applicant must be drug free. Applicant must be clean, neat, and dressed appropriately for work which includes closed toe shoes, no exposed undergarments, and no attachments that could be dangerous.
- Applicant must be paid in full prior to start of class.

PROGRAM DESCRIPTION

Course includes 80 hours of training which includes the following breakdown:

4 hours of theory

4 hours of observation

8 hours of classroom instruction

64 hours of hands on grooming

- Course is designed to teach all grooming techniques.
- Course will teach students what equipment is needed to start a grooming business.
- Student will learn how to register their name with the Secretary of State.
- You will learn how to schedule a working day.
- We will train the student on how to answer the phone and answer clients' questions.
- Grooming of various breeds of dogs will be taught to each student.
- How, where, and when to advertise will be discussed.
- Tips for helping your client with their pets will be taught.

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STUDENT CONDUCT

Student Conduct and Conditions for Dismissal :

Students are expected to act in a professional manner toward the instructor, the client, and the dogs being groomed.

The following may result in disciplinary action , including suspension or dismissal:

- any cruelty to our animals.
- any use of drugs or alcohol during or before class.
- any inappropriate conduct towards clients.
- any theft or deliberate destruction of school property.
- any physical aggression towards clients, instructor or other students.

RULES

1. Absolutely no animal cruelty.
2. No physical contact with any other persons in a malicious or sexual manner.
3. No foul language.
4. No theft or destruction of property.
5. No weapons are to be brought on site.
6. Student is to attend class alone.
7. A student may bring a dog to class to be groomed if so desired. If so, the student is responsible for that dog including; up to date shots, behavior management, and safety of the animal.

COURSE GOALS

It is the goal of Dog - N Suds to help students groom pet dogs to their clients complete satisfaction and have satisfied return customers.

Further it is our goal to help students understand the skills necessary to work for another groomer, veterinarian, or kennel.

Finally, if students want to open their own business we will assist them.

A job placement letter of recommendation is available for all students who complete the program.

A job employment board is placed at the groom shop with a list of available grooming positions.

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COURSE INFORMATION

DOGS

How to read a dog's mood and know when to quit grooming.
Tips on managing dogs with humane techniques.
How to let the client know the dog could not be groomed.
How to politely inform client of health issues that may need additional attention.
First aid and what to do in the event of an accident.
How to tell the client if the animal is injured.
How to resolve a conflict if the owner is unhappy with the groom.
How to talk to the client to insure you understand how they want their dog groomed.
How to set pricing and how to answer the phone.
Grooming of all breeds available.
How to clean ears and when to suspect ear infections.
How to decide what would look good on designer dogs and other mixes.
How to demat and when not to demat.
How to hand scissor.
How to style a face and what style face goes on what dog.
How to cut nails and stop bleeding if it occurs. How to give a good bath.
Techniques to blow dry a dog and get done faster.
Ideas on how to calm an upset dog.
Ideas on how to trim problem areas.
How to keep dogs from being injured during a groom.
How to determine size and layout of your shop.

CATS

Cats require different strategies.
How to shave down a cat.
The difference between restraining a cat and a dog.
Difference between grooming cats and dogs.
Dangers of grooming cats.
What type of shampoo to use on cats.

PROGRAM REQUIREMENTS

Student is required to fulfill all of the designated hours of this program to receive the certificate.
Any re-entrance to a student who has been put on probation is at the sole discretion of the director.
If student is tardy or missed a class, contact the director to schedule make-up time date.

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CANCELLATION POLICY

Student may cancel within five (5) calendar days after signature of contract.
Student who wishes to cancel must have a written request for cancellation.
After five (5) calendar days from the day the agreement was signed the student will receive a full refund of all fees paid with the exception of the registration fee.
The last day that the student attends class will be considered as the withdrawal date for calculations for refund.

GRIEVANCE PROCEDURE

Any student who has a grievance with the school or an instructor should first discuss the problem with the instructor or school director. If a resolution is not reached, the student should make a written complaint and submit it to the school director asking for a written response. When a satisfactory resolution of the problem is not obtained, the student may contact the Ohio State Board of Career Colleges and Schools, 35 East Gay Street , Suite 403, Columbus, Ohio 43215, (614)466-2752; toll free(877)275-4219.

CERTIFICATION

You will receive a certificate upon completion of this course. This program can be completed in as little as two (2) weeks depending on the individual students outside schedule and/or determination. Requirements to obtain the certificate are as follows:

1. Completion of all eighty (80) hours.
2. Test scores of average or better.
 - A -EXCELLENT --90% to 100%
 - B -GOOD --80% to 89%
 - C -AVERAGE --70% to 79%
 - D -BELOW AVERAGE --65% to 69%
 - F-FAILURE --64% and below
3. Grooming of at least SIX (6) animals without teachers assistance.
4. One three (3) page typed paper on topic of student's choice as it relates to the world of dog grooming.

Student Signature: _____ Date: _____

School Director Signature: _____ Date: _____

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CONTRACTUAL AGREEMENT

DOG - N - SUDS PET GROOMING & SCHOOL is not responsible for any injuries including but not limited to: injuries from dog bites or scratches , cuts or scrapes from the grooming equipment. The instructor will determine when the student has completed the requirements for certification. Your registration fee must be paid prior to the first class. You must be paid in full in order to receive certification. If you break something you are responsible to pay for that item. This includes tools, equipment or property. This is a legal binding contract between DOG - N - SUDS PET GROOMING & SCHOOL and the student. By signing this contract you understand the rules and regulations offered by this school.

Student Signature: _____ Date: _____

School Director Signature: _____ Date: _____

Thank You Very Much,
Phyllis McDonald
Instructor / Owner
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STUDENT SURVEY

Name of Person Administering Survey:

Name of Instructor:

Date of Survey:

Student Name (optional):

Survey Instructions:

On a scale of 1 to 5, 5 meaning you are "completely satisfied" and 1 meaning you are "completely dissatisfied", place an " X " that indicates your degree of satisfaction with each of the following items. Check N/A if the item is not applicable or if you lack knowledge that item.

	5	4	3	2	1	N/A
THE ABILITY OF THE INSTRUCTOR						
Instructor made the course interesting						
Instructor made the course understandable						
Instructor was well organized						
Instructor motivated the students						
Instructor made class discussions easy						
Instructor used examples and demonstrations						
Instructor used varied teaching approaches						
Instructor encouraged students to think on their own						
Instructor summarized the overall class						
PERSONAL QUALITIES OF THE INSTRUCTOR						
Instructor was sensitive to student needs						
Instructor has a sense of humor						
Instructor was fair to all students						
Instructor has a good voice and speech						
Instructor has good appearance						
PHYSICAL ASPECTS OF THE GROOM SHOP						
Equipment is in good condition						
Enough equipment was made available						
Groom shop was clean and attractive						
Groom shop was well ventilated and comfortable						
Groom shop has enough space for the student						

Would you recommend this course to a friend? Yes No

Would you recommend this instructor to friend? Yes No

Your comments (please print): _____

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SPECIFIC PROGRAM OBJECTIVE

Upon receiving a certificate from Dog - N - Suds Pet Grooming & School the student will be able to:

- groom various breeds of dogs
- groom cats
- demat in an efficient manner
- clean ears and look for ear infections
- work on designer dogs
- determine the best cut for each different breed
- blow dry a dog in a quick, efficient manner
- calm an upset dog
- groom a dog and avoid injuries
- work well with clients
- understand when an owner should remain with dog during groom
- resolve conflicts with owners
- figure the size required for a groom shop
- work with the State of Ohio to obtain certification

STATE OF OHIO
BOARD OF CAREER COLLEGES AND SCHOOLS
35 EAST GAY STREET, SUITE 403
COLUMBUS, OHIO 43215
614 - 466 - 2752

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APPLICATION FOR CERTIFICATE LEVEL PROGRAM

NAME OF SCHOOL: DOG - N - SUDS PET GROOMING & SCHOOL

ADDRESS OF SCHOOL: 643 W. LIBERTY STREET, MEDINA, OHIO 44256

NAME OF DIRECTOR / INSTRUCTOR: PHYLLIS McDONALD

NAME OF STUDENT: _____

DATE OF STUDENT APPLICATION: _____

TITLE OF PROGRAM: ALL ABOUT DOG GROOMING

LENGTH OF PROGRAM: 80 HOURS

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ATTENDANCE AND PROGRESS

This form tracks the students' attendance and overall progress.

ATTENDANCE :

Attendance is subject to the availability of dogs to be groomed in conjunction with the students' schedule. Once dogs are scheduled it is imperative that the student shows up for the scheduled dog. More than one dog will be scheduled on a particular day depending on the instructors' comfort level with the student and the students' ability to handle multiple dogs.

PROGRESS :

Has the student fully completed the 4 hours of theory? Has the student fully completed the 4 hours of observation? Has the student fully completed the 8 hours of classroom instruction? Has the student fully completed the 64 hours of hands on grooming?

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ALL ABOUT DOG GROOMING

COURSE DESCRIPTIONS

THEORY :

4 HOURS

This section involves the basic, overall understanding of the world of dog grooming. Topics are; identification of various breeds, understanding of the different sizes of blades, and the reasons a dog owner would trust a dog groomer.

OBSERVATION :

4 HOURS

This section introduces watching the instructor and other groomers and how they prepare a dog, bathe a dog, shave a dog and dry a dog. You will observe the interplay between the school director and the dog owners.

CLASSROOM INSTRUCTION :

8 HOURS

This section concentrates on reading various books on the art of grooming and one on one discussions with the director regarding any and all aspects or questions about grooming.

HAND ON GROOMING :

64 HOURS

This section focuses on hands on grooming of dogs. You will bathe the dog, check for fleas, check for infections, look for skin problems, shave or trim the dog, dry the dog, and be responsible for the overall appearance of the dog. At the conclusion of this section you will be able to do a complete groom from start to finish.

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TESTIMONIALS

STUDENT COMMENTS:

- “My daughter and I went to her school and we have absolute, total confidence that we are prepared to start our own successful dog grooming business.”
- “Working and learning with Phyllis is more like an apprenticeship than a school.”
- “Phyllis adjusted her schedule to fit my schedule and I truly learned about dogs and being in your own business.”
- “When you take Phyllis’ school you learn how to work with good dogs, difficult dogs, and all types of customers.”
- “I found a job with a dog groomer immediately upon graduation from Dog-N-Suds Pet Grooming School.”
- “Phyllis is a very comfortable person to work with and she took me through her program at a pace comfortable for me.”
- “Since she takes no more than three (3) students at a time, we were all given good training and received a lot of close hands on attention.”
- “I decided that taking an online class was not going to give me the experience I really needed. After completing the 80 hour school, I feel I made the correct decision.”
- “Phyllis is a fun and interesting person. She had plenty of different breeds of dogs for us to work on. I found the class to very informative.” Debbie K.
- “I had so much fun learning about dog grooming. Thank you for being my teacher.” Tammy B.
- “I learned more in 80 hours with you than I did in an entire year at the Career Center.” Amanda R.
- “I will recommend Phyllis to anyone wanting to learn dog grooming. I had a great time and learned a lot from her. I like the fact that we had plenty of dogs to work on. We had plenty of hands on training.” Jamie H.
- “I chose to take classes with Phyllis because any dogs that have come through my kennel that were groomed stood out from all the rest. I firmly believe she is the best groomer I have seen. That is why I was thrilled when I found out she had a school. I do not regret my decision. Phyllis has a lot of patience with the dogs and the owners. Thanks for everything Phyllis.” Rita

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CUSTOMER COMMENTS:

- “Phyllis has groomed my dog from when she was a puppy and no one else will ever groom my dog.“
- “My Mandy did not like her first groomer but she loves going to the shop to be groomed by Phyllis.”
- “I told my husband to never take Jake to anyone but Phyllis at Dog-N-Suds.”
- “Phyllis grooms all seven (7) of my Yorkshire terriers and she does an excellent job on each one of them. I have been coming to her for 5 years.”
- “My female boxer, Candy, can be very temperamental and yet Phyllis is able to do a very good groom and even do the toe nails.”
- “She has been grooming my dog for four years. Phyllis seems to know everything about grooming my Newfoundland.”
- “Phyllis can calm down my dog when other groomers were unable to do so.”
- “Take your dog to Phyllis just one time and you will see that she is the best.”
- “To be as good a groomer as Phyllis is a real gift.”