



**Pawsitive Pet**

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## **What happens during an initial pet care consultation?**

One of the first steps to signing up for pet sitting services is the initial consultation with your new pet care specialist. This consultation serves many purposes for both the client and sitter and is important in insuring that you receive the best possible future service. Below is an outline of what a consultation consists of along with the purpose for each item.

**Meet and Greet:** The consultation is the first opportunity for you and your animals to meet your pet sitter. Your animals can begin to familiarize themselves with your sitter's sight and smell. This is the clients opportunity to see how the person they are entrusting with the care of their furry loved one interacts with their pets.

**Discussion of Routines:** Your pet sitter will want to know all about your pet's routines such as when and where they eat, where they sleep, what they do for fun and walking schedules. It is great to have this discussion in your home because it is easier to remember specifics when in one's normal environment and it allows the client to show the pet sitter where things are such as water and food dishes, leashes, toys, etc.

This occurs at all points during the consultation as sitter and client get to know one another and discuss the care of the household pets but it is most noticeable at the end of the consultation when the client has the opportunity to ask questions that may not have been covered earlier or may be unclear. Some of the common questions asked are how long are visits, how will we best communicate with one another, and how do I book future appointments.

**Establishing the Client/Sitter Relationship:** The initial consultation is an important part of establishing the client/sitter relationship. All the information that a sitter gathers will be compiled into a file for that household. This saves the client the need to leave extensive notes on the counters or to place the items needed such as food/leash/medications out in the open because they will already have briefed the sitter on where such items are located and the sitter knows the pets routines and expectations of care that their clients have already discussed with them in person. For a pet sitter, the consultation ensures that they will be prepared and able to give their clients the best possible care and understand the nuances and routines for those particular pets.