

City of SACRAMENTO
Front Street Animal Shelter


SHELTER GREETER

The first person our visitors meet!

WHAT WE WILL COVER TODAY

- Elements of Customer Service
- Directing traffic - who, what, when, where!
- Lost pets & Quarantine walk-throughs
- Pre-adoption help
- Frequently asked questions
- Practice Quarantine walk-through

Every visitor should have the best possible experience regardless of why they came here.



CUSTOMER SERVICE ESSENTIALS

HOW TO MAKE SHELTER FRIENDS!

- Smile!
 - A simple smile starts the conversation off on the right foot.
 - It's really difficult to be angry at someone who's smiling!



HOW TO MAKE SHELTER FRIENDS!

- Greet everyone who comes through the door and make them feel welcome



HOW TO MAKE SHELTER FRIENDS!

- Use good body language



HOW TO MAKE SHELTER FRIENDS!

- Acknowledge everyone in line and let them know that you know they are here



HOW TO MAKE SHELTER FRIENDS!

- Be professional! You are representing the Front Street Shelter



Couldn't your customer service image stand some improvement?

HOW TO MAKE SHELTER FRIENDS!

- Listen to what the person has to say and let them know you care about their problem



HOW TO MAKE SHELTER FRIENDS!

- If you don't know the answer - direct them to the person who can help!



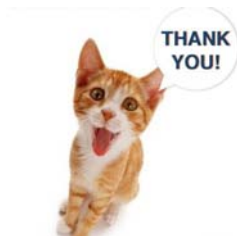
HOW TO MAKE SHELTER FRIENDS!

- When you have to say no, say it the right way!
 - Let them know you care "I'm sorry that..."
 - Give them alternatives "But we can do ..." or "The best place to do that is ..."



HOW TO MAKE SHELTER FRIENDS!

- Be sure to thank everyone as they leave!



Who, What, When, Where, and Why!

TRAFFIC DIRECTOR




WHERE TO SEND WHO, AND WHY

- Have a stray animal
 - Send to Reception
 - Send directly in to the adoption areas
- Want to Adopt
 - Lost dog or cat report station
- Looking for lost pet
 - Front desk to talk to CSR
 - Send to Reception
- Licenses or citations
- Looking for pet food pantry

How to help an owner find their

LOST PET



1. THE LOST PET STATION

- Located next to front door
- Blue forms for lost dogs, purple forms for lost cats
- "How to look for your lost pet flyer" and other shelter information flyers

2. PRE-WALKTHROUGH

- Ask if they have completed the lost dog or lost cat form
- Notify staff at the front desk that there is a need for a cat quarantine walkthrough or a dog quarantine walkthrough
- Ask the following questions:
 - Details about the lost pet (breed, color, age, gender, microchip/tags, etc.)
 - Where and when did they lose their pet?
 - Have they looked at other shelters? (Be sure to give them the "Looking for a lost pet" flyer
 - Have they put up flyers or notice on Craig's List?
 - What is your pet like?

3. DURING WALKTHROUGH

- Repeat questions
- Dog walkthrough:
 - Meet at bench outside M building
 - Take them to Quarantine, Isolation, and Stray buildings
 - Do not go inside the buildings, take them on the outside
 - Take them to Reception
- Cat walkthrough
 - Meet outside of Stray cat building
 - Take them through Stray, Sick and Quarantine buildings
 - If they are looking for a lost kitten, take them to the kitten room
 - Take them to Reception

4. DIDN'T FIND THEIR PET

- Take them back to Front Lobby and put the lost dog/cat form in the binder (file by date the animal was lost)
- Tips
 - BE REASSURING!!!
 - Tell them to update their microchip information, if needed
 - Tell them to keep looking around their neighborhood, put up flyers, etc.
 - Tell them to look at other shelters & check on our website
 - Tell them to come back in 3 days if their pet is still lost
 - If they are worried that their pet is dead, let them know that if the pet has tags or is chipped, they would be notified

5. SUCCESS - THE PET IS FOUND!

- If they find their pet, remember the kennel number (helpful to write it down)
- Take them to the front office and let the front desk staff know. They will call the ACTs for confirmation and return-to-owner.
- If you are suspicious, have the customer wait at the M building bench and talk to the front desk staff. They will call an ACT to take the situation from there.



Finding the new family member!

PRE-ADOPTION HELP



FINDING THAT PERFECT NEW FRIEND

- First direct the customer to the adoptable buildings
- When they find an animal they want to meet, assist them in completing the adoption survey
- Note which animal they are interested in meeting and notify the front desk, so they can be put on the customer service list
- Let the customer know that someone will be with them in just a few minutes
- Unless you have been trained to do adoption counseling, please do not attempt to do this!

"Where's the bathroom?"

FREQUENTLY ASKED QUESTIONS



GENERAL SHELTER QUESTIONS

- Where's the bathroom?
 - Suggested response: Show them where they are located
- Are you the pound?
 - Suggested response: We're the Front Street Animal Shelter, City of Sacramento Animal Care Services. We used to be known as the pound, but our mission now is to save as many lives as we can!

GENERAL SHELTER QUESTIONS

- Are you a kill/no-kill shelter? How many animals do you put down?
 - *Suggested response: We are a municipal shelter, so that means that we do get animals in here that are not safe to adopt out or are too sick or injured. We do everything we can to save as many as possible. You can help save lives too!*
- Where's the free pet food?
 - *Suggested response: Our pet food pantry is located in our Reception building just around the corner*

GENERAL SHELTER QUESTIONS

- How long has the shelter been here? I didn't know about it?
 - *Suggested response: We've been in business since 1859 and here at this location since 1909. We're glad you found us today!*
- I want to give treats to the dogs!
 - *Suggested response: Your donation is much appreciated! We can't give the dogs the treats right now as they are on a feeding schedule and giving treats when there are more than one dog in the kennel can cause fights! We will be sure to give them out at next feeding. Thank you!*

GENERAL SHELTER QUESTIONS

- Do you have any snakes/lizards/etc.?
 - *Suggested response: We do receive reptiles and other animals, however our facility is not designed for reptiles. We send them to rescue as soon as possible. You might want to try the Northern California Herpetological Society or the Turtle and Tortoise club.*
- I have a horse - do I bring him here?
 - *Suggested response: We don't have horse facilities here. Come to the front desk and they can help you.*

ADOPTION QUESTIONS

- I want to see dogs/cats – how do I adopt?
 - Suggested response: We have two buildings with adoptable dogs and one building for cats. They are right this way. When you find someone you would like to meet, let us know and we will help you! Give them the Adopting a Shelter pet flyer.
- Where are the puppies or kittens?
 - Suggested response: We get puppies and kittens in regularly, but they're usually adopted pretty quickly. Everyday we have new animals up for adoption - please keep checking back and don't forget to check our website www.sacpetsearch.com!

ADOPTION QUESTIONS

- Is this all the animals you have?
 - Suggested response: Everyday we have new animals up for adoption - please keep checking back and don't forget to check our website www.sacpetsearch.com!
- I want to see the other dogs (Stray/Quarantine)
 - Suggested response: Those dogs are not available for adoption. Their stray hold is not up and they are not legally ours. They are waiting for their owner to come and pick them up - it wouldn't be fair to show you them!

ADOPTION QUESTIONS

- Why is this taking so long? I have limited time.
 - Suggested response: I'm sorry that the process is taking longer than expected. We want to provide the best service to everyone, and our staff are helping other customers right now. We do have to be thorough to make sure that each adoption is a good fit and that each adopter has all of the information they need in order for the adoption to be successful.
- Why don't you know how old/where it's been, etc.?
 - Suggested response: We only know the information on the animal since it came to the shelter.

ADOPTION QUESTIONS

- What is this medicine the dog/cat is on?
 - Suggested response: Sometimes animals get sick here at the shelter, or may be sick when they come in to us. Our vet prescribed the medicine. The front desk staff can explain in more detail why the animal is on this medicine and how long they will need to take it.
- Does this dog/cat bite?
 - Suggested response: Every dog or cat has the potential to bite. It is always best to go slowly and build trust with a new pet.

ADOPTION QUESTIONS

- What age should the kids be for this dog?
 - Suggested response: Each dog is a little different. On the kennel card, it says what age is recommended for this dog. The best thing to do is to meet the dog and get a feel.
- Can't you give me a discount?
 - Suggested response: The adoption fee includes the spay/neuter surgery, vaccinations, microchip, collar & ID tag, 1st year license (for City residents), and first vet visit (exam only). Also, keep up on any promotions the shelter may be running.

LOST PET QUESTIONS

- Do you have my dog/cat?
 - Suggested response: Fill out a lost dog/cat form and we will help you look.
- Why don't all the shelters have the same computer system?
 - Suggested response: We are different organizations, so we each do things a little different. However, here is the information on each shelter (Lost pet flyer) that has each shelter's website. We encourage you to visit and search for your pet at each shelter.

COMPLAINT QUESTIONS

- I have a ticket/fine?
 - Suggested response: *The CSR at the counter can help you take care of that. (Or send them to Reception if the lobby is crowded)*
- My dog didn't hurt anyone - why did you take it? Where's the cop who took my animals?
 - Suggested response: *I understand that this must be a frustrating and scary situation for you. The CSR at the counter can help you clear this up and let you know what needs to be done.*

COMPLAINT QUESTIONS

- Where's the supervisor? Are you the boss?
 - Suggested response: *How can I help you today? Tell me about your problem and I'll help you find the right person to talk to.*
- Investigation questions
 - Suggested response: *Refer to Dan if CSRs are busy*

VOLUNTEER QUESTIONS

- How can I volunteer?
 - Suggested response: *Give them the Volunteer information flyer and tell them to sign up!*
- I don't have a computer, how do I sign up?
 - Suggested response: *Janice is our Volunteer Coordinator. Her number is on the bottom of the flyer. Give her a call and she will be happy to work with you.*
- Why do I have to take classes, I have animals and don't need training?
 - Suggested response: *Working with animals in a shelter is very different from working with your own pet. Every volunteer is expected to take the same training in order to ensure we are all doing things the same way - and safely!*

ALL DOG VISITATIONS GO TO STAFF!

Anyone who is visiting their dog that has been confiscated, needs to have staff assistance. Visitations are on Wednesdays and Sundays only!

IF YOU DON'T KNOW THE ANSWER?

I'm sorry, I don't have the answer for your question. Let's find out! If you come to this line right here, one of our CSRs will be able to help you.

SHELTER PROGRAMS TO BE FAMILIAR WITH

- Low Cost Spay/Neuter program
- Vaccination clinics
- Pet food pantry
- Pet food stamps
- Feral cat program