


## WHISKERS STAFF SHOUT OUTS – APRIL 15, 2024

**Sunday afternoon Jennifer and Twyla reviewed and discussed the past few weeks.**

**Both agree the staff is doing an excellent job. Employees have been wonderfully professional, proactive, and take care of tasks without being asked.**

**Whiskers looks wonderful – inside and out. The cats are all thriving and “special” cats are getting their unique needs met.**

**Alfred** – Alfred has worked closely with Jo to insure she is trained in every aspect of being a cattery technician. He has come in on his off days to assist as well.

Alfred is extremely good at gently putting cats in carriers. He has been training employees on how to place cats in carriers and will continue to do so. It's an important skill – and he has mastered it. Watch him and learn from him! 

He is also exceptionally good at spending time with each of his cats, several times daily. This makes such a difference in their happiness.

In addition to the training, he monitors every cat in the facility to ensure each cat is eating, using the litter box, and receiving daily amenities. He shares detailed notes on any cat with a concern and suggests what may work best for them.

For example, the shyest of kitties may need a tech to spend 20 minutes with them, three to four times a day, to create a bond, calm their fears, and allow them to relax enough to explore their room, eat well, and regularly use the litter box.

**Bekah** – Bekah's attention to detail has been exemplary. Counters are wiped down, sinks are spotless, her rooms are neat and tidy, windows sparkling, and cats leaving have their carriers down and Whisker's baggies hanging on their doors. The front porch is swept clean – and is so inviting. Great job!

She's also been proactive about keeping our pretty flowers watered, when needed.


When Twyla or Jennifer arrives in the morning, Bekah is ready with an update on any cats that may have a concern. So important – thank you!

She has also been quick to come to the front of the store, warmly greet arriving clients, and help them with their kitties.

Also – a big thank you for covering Saturday, April 20<sup>th</sup> for Kristen. 

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**Caleb** – Caleb has also been outstanding regarding attention to detail – each cat’s suite is very neat, clean, and inviting.

Caleb is another great example of noticing when a task needs to be done and taking care of it. The empty cubbies were dusty and dirty – and Caleb jumped right in and cleaned them all out. Impressive! 

Caleb assisted with cleaning the tops of the kitchen cabinets, too. Thank you!

Also, two very shy kitties that had not eaten or used the litter box their first 36 hours were becoming a concern. Caleb spent 20 minutes with them four times during the day – and they are now eating better, walking up and down their shelves, purring, and using the litter box.

**Jo** – Jo is off to a very strong start. She’s a fast learner and has a passion for working with cats and learning all she can about them.


She’s even started to transition her cat to wet food! Hooray!



Jo has also been working closely with two very shy kitties and made significant strides in getting them to relax and feel safe. They both started to purr and make biscuits after several sessions with them. She was able to get some very cute photos of them, too. Outstanding!

She’s picked up the art of taking Whiskers’ kitty photos – and her photos from Sunday were so good!

**Kristen** – Kristen is another employee who sees a job that needs attention, and she gets on it. Earlier it was painting all the rooms. The last two weeks, she’s been touching up the scratches on the floor with touch up pens. This has really improved the look of the floor!

Saturday, she cleaned off the very top of the kitchen cabinets – and the kitchen looks much less cluttered. Nice job! 

Friday is delivery day – and that means clay cat litter. Cat Attract and Ultra. Kristen took it upon herself to put away the 20 or more bags of litter – and that’s a big job.

She’s wonderful with details – she keeps doors and windows clean and shiny, floors clean from litter and cat fur, and rooms tidy and attractive. We love it!

Kristen is also very proactive about greeting clients when they arrive. Thank you!

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**Sara** – Sara works five days a week in the Whiskers Cottages, and every time we step through the door, the place is immaculate. Everything is neat, clean, and smelling so fresh. Kitty rooms are always tidy, doors and windows clean and shiny, and the kitchen and storage areas organized and spotless.

She works hard to ensure every cat in her care receives a lot of attention and interaction. This includes exercise, brushing, and cuddles. The cats in her care are thriving.

Her interactions with clients are always friendly, engaging, and professional.

She handles the solo job next door with love, care, and attention – and it shows.

In addition, she does the evening feedings from Friday – Sunday – and it's always a job very well done. She will even do laundry during this time if it needs attention.



### **Additional Kudos**

- ✓ Thank you for spending ample socialization time with each of your cats – and only using phones for photo sessions. This makes such a difference in connecting with each cat and being fully present during the interactions.
- ✓ Employees all work extremely well together. Your professionalism, positive energy, and willingness to help each other is exceptional.
- ✓ Rooms are all being cleaned and staged by the end of the day – including cats leaving at 2:00. The facility is left clean and organized by the end of each day.
- ✓ Client Arrivals – thank you for not only greeting each client and carrying their kitty to the suite, but also staying with the client while they set up their items from home. It's important to be there to assist, answer questions, and guide the client.
- ✓ Great job keeping the laundry room neat and tidy. Items are folded and stacked nicely, pillows, beds, and stuffed animals in their proper places. Rugs on the bottom shelf.
- ✓ Charts. We frequently use them to determine how a cat is doing. Thank you for being detailed and writing notes with dates above or below the chart as needed. This has been extremely helpful.

