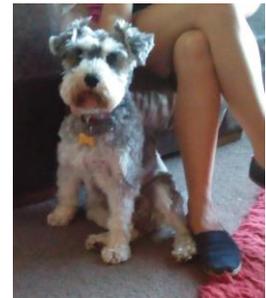




I started training as a dog groomer in 2017. It is the best thing I ever did. I love it! Most people have the misconception that dog grooming is pretty straight forward but being a dog groomer is so much more than just clipping, washing and drying.

**My Meet and Greet service**

This helps the dog get to know me in their own environment, and I get time to understand what the customer would like, and any issues the dog may have (I have a dog who doesn't like to be dried with a dryer and the customer requested that they were not).



Every dog is different and I always take that into account when I groom them. They can also change with each groom.

Several things that I look at when the dog first comes into the grooming room is the following:-



- What do they need from me?
- Do they need help getting on and off the table?
- Do they need any extra support?
- Do they have any new or pre-existing conditions?
- Do they have any skin issues, or lumps and bumps?
- What type of coat they have and what the customer would like to cut to look like?
- Have they had a bad experience / health issue either previously or in between their last groom?

These questions will then affect the way that the dog is groomed and supported during their groom.

Everything is recorded in preparation for the next groom, which allows me to see if anything has changed, if anything was found and what the customer would like to change from the last groom.

The image shows two forms used for dog grooming. The 'HEALTH CARD' includes fields for Name, Address, Dog's Name, DOB, and Breed/Colour. It has checkboxes for various conditions: Allergies, Anal Impaction, Anxiety, Bumpiness, Deafness, Dog/Bitch, Dementia, Diabetes, Ear Conditions, Eczema, Epilepsy/Fits, Eye Condition, Heart Condition, Hip Dysplasia, Joint Pain, and Warts or Lumps. A note at the bottom says '\*if has condition & M if dog has medication for it'. The 'Customer Card' includes fields for Owner, Address, Contact Details (Tel, Mobile, Email), Grooming Instructions, Blade, and Other Details. It also has sections for Dog's name, Age/D.O.B, Breed, Colour, Size, Vet's name, Vet's Contact, Medical Information, Allergies, and a 'Payment Info' section with checkboxes for Cash, Card, and Quiller. There is also a 'Dog/Bitch' section with checkboxes for Spayed, Date Spayed, Vaccinated, and Date Vaccinated. A 'BANKED' checkbox is at the bottom right.

## Issues a dog may have

- High anxiety, I have Pet Therapy wipes I wipe on the table and attach to the side on my grooming table.
- Hair dryers are use and set depending on the dog's ability to cope with them.
- Shower spray. Some of my dogs do not like it. I have solved this issue with putting a sock on the shower head and the dogs that previously disliked it are now so very happy. This can work well with a puppy's first experience.
- Certain Shampoo's. I use different types of shampoo to help with different types of skin issues, whether they are a puppy, or if they are just a naturally dirty fun loving dog, that loves getting into mischief.



## Restraining a dog

As a dog groomer, I only restrain a dog or use a muzzle if the dog's safety or my own is in jeopardy. Most dogs do tend to let you know in stages that they are unhappy, and that was why I took the Canine Behaviour Course to help me understand the dog better.

Sometimes the sad truth is that some dogs just don't like to be groomed. Some dogs need to be seen as a work in progress rather than a quick fix. If they have had a bad experience before, it may take time for the dog to gain trust with a groomer.

I have been working for nearly 2 years now with a difficult to groom dog. She is high anxiety, hates water, and doesn't like certain noises.

I make sure that I have a strict routine on how I groom her, the equipment I use and how I use it. She is much happier now, and leaves me with a little kiss of thanks.

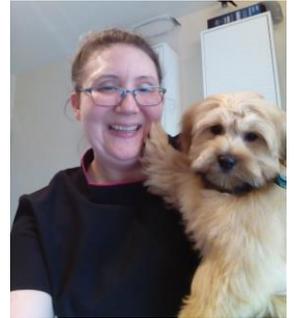
## When a trip to the vets is recommended

Groomers are only able to provide first aid (which I and all other good groomers sign up for). If I ever find anything during the health check, or during the groom, then I always report this to the customer, take pictures, and record it on the health card.

Groomers can try removing foreign bodies (Grass Seeds, long but not embedded claws) or first aid on cuts and grazes, but sometimes the only option is to suggest the vets. Grooms may also be stopped if the dog is unwell. If that is the case, then I call the customer straight away and if necessary, with the customers permission, contact my local vet for them.

# How can you help your groomer?

- Introducing your dog from a young age to stand on a table.
- Let them know that it is ok for them to be able to be touched (ie legs, feet, tail & face which are the most sensitive when it comes to grooming).
- Introducing them to the shower & dryer calmly and in a fun way.
- If you have an electric tooth brush or any type of trimmer, then you can show them and let them feel the vibration and hear the noise.
- Always allow them to smell the things you are showing them.
- Brushing & maintaining you dog between grooms. Dogs that become matted can experience a lot of pain. This is the last thing anyone would want. Not only can this affect the dogs behaviour in a negative way, it also means that the dog will be on the table longer than they should be.
- Make sure that your dog is up to date with their vaccinations, worming and flea treatments. Even though the salon is disinfected, cleaned and sterilized between each groom, there is still a very small chance of transference to another dog and to the groomer.
- Tell them if anything new has come up in their lives (moving house, health issues, anxiety issues) this will help them deal with the dog in a way that suits them. Your groomer will notice a change, but may not know why.
- Make them aware if you are going to be late to your appointment or that you are unable to make it in advance. Dog groomers are always in demand and someone will be missing out if an appointment isn't met.
- Dog Groomers always love to know your thoughts on the groom good or bad. It is great to know that everyone is happy, or if any changes need to be made going forward. It is a two way street and I personally love working with customers to make sure they are happy and work with them enable them to get what they would like. Sharing photos with them is also amazing. They can show off their work and the parent's furry babies, and help them advertise.



  
**Shört, Bakun, Tails**  
**Professional Dog Grooming Services** ©

**If you would like to organise a meet and greet please contact me either via:-**

**Phone** 07917 441538

**Facebook** @Shortbakuntails

**Website** [www.shortbakuntails.co.uk](http://www.shortbakuntails.co.uk)

