



Wuz up at The Suburban Dog?



November 2012

Special Points of

Interest:

- Mike and Lauren are having a baby!
- We have hired 2 new employees
- Future plans for the company

Referral Discount!

You receive **\$25 off** your next invoice if you refer us to someone and they use us at least once!

Our Contact Info:

(905) 582-6067
info@suburbandog.ca

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We are growing...

...in more ways than one!

There are lots of new things happening at **The Suburban Dog** and we wanted you to be the first to know.

Mike and I are having a baby...and it's a girl! Yay! I am 20 weeks pregnant and the stork flies in with our little bundle of joy at the end of March.

Also, we are pleased to celebrate our 5th year in business and, during the last year in particular, our little company has grown quite a bit. With a special thanks to you!

As a result, we have started to implement some new changes to help us keep moving smoothly and in the right direction.

What's Changing?

I won't be walking dogs for very much longer as I get bigger and bigger the closer I get to my due date.

Mike will be cutting down his work day as well in order to manage the new employees we have hired (and will continue to hire as we grow). Eventually, he will stop walking dogs altogether as he will have a business to run along side me.

With all this change, you may have noticed during the past few weeks that time-slots and walks schedules have been altered a bit day to day.

Mike and I would very much like to apologize for this and if we have caused you any inconvenience.

In preparation for when I take my leave from walking dogs, we have been training new employees and sorting out future walks schedules and so on and unfortunately things have not gone as smoothly as we had hoped..

We sincerely thank you for your patience and understanding during this hectic time. We promise that things will fall into place soon and we'll be back on track.

Let's Meet the New Employees!

We have hired on 2 new employees so far: Amy and Lynn. Amy has been working with us for a little more than a month now and she predominantly does private walks and puppy and cat visits.

Lynn is our newest hire and she completed her training with Mike a few weeks ago. Lynn will be doing group walks mostly as some of you already now know.

Also, Rob recently celebrated his 1 year Anniversary with us.

What's Our Plan?

We are working to steam-line all group walks into two time slots—a morning and an afternoon. This has already begun and will continue with each employee we hire.

As previously mentioned, Mike is taking on a different role within the company. Along with walking dogs, Mike is managing, training, and hiring new employees, and looking for new ways to grow the business. In a nut shell, along side me, he's running the business.

He will eventually stop walking dogs altogether I'm afraid as business picks up. Until that time, dogs that are walked by him will be walked on a more flexible schedule to work within his busy day, i.e. arrival at the park between 11am-2pm (weather permitting).

Lastly, I will still happily be your primary contact for schedule changes, requests, inquiries, and anything else you need in regards to the care of your dog. I am here to assist you in any way I can. Please let me know how I can help.

Many thanks,

Lauren Kozanczyn ■