



Meow!

Welcome to the Purrfect Company team! I'm so happy you have joined us as a cat sitter!

It's a fantastic job and you will find the more work you put in the more work will come from it (and more cats to cuddle!) I am here to support you with everything and help grow your customer base. Please do not hesitate to contact me if you have any questions with any aspect of being a Purrfect Company cat sitter. All I expect from you in return is to provide all of our customers with the best possible service and their cats with the most love.

In this pack I have included everything you will require to get going as a Purrfect Company sitter. All items are listed below...

- **Guide to being the Purrfect sitter PDF** - If you could please take the time to read through this and keep it to one side for reference as and when you start sitting. Its all very straight forward but I want to make sure we are all providing the best service to our customers. The information in this guide comes from my own years of sitting experience and is there to advise. This guide will also help you with payments and your google booking sheet.
- **Purrfect Company Sitter Terms and Conditions PDF** – Please could you read through these and sign a copy of the T&Cs and send this back to me by email confirming you agree to the Ts & Cs. I cannot let you start sitting without receiving this signed document.
- **Purrfect Customer Terms and Conditions PDF** – Please have a look through so you are aware of the customers terms and conditions. These are also available to view on the Purrfect Company website should your customers want to view them.
- **Flyers in your pack** - These A6 flyers are for you to help start getting customers in your area. You can put these through letterboxes of houses near to you. Post some up in your local shops, libraries, vets, pet groomers, post offices, hairdressers, cafes and other local places where you think people might view them or pick some up. Always make sure to ask the business first if you can leave a flyer/flyers there. Try to pick places where you think people would see them, try not to waste them (help save the planet! ☺) If you need more please get in touch and let me know.
- **Booking forms and copy paper in your pack** – You will need these forms to record all the information required from the customer about the cats you will be looking after. Use two sheets per customer and the copy paper in between so you can leave a copy with them after they have signed and dated the sheet.
- **Business cards/calling cards in your pack**- You can use these cards to give to potential customers with your name and number on or you can use these to leave as a thank you note on your last sit with the customer. They are kept blank for you to enter your own information or written note.
- **Copy of the Purrfect Company Business Insurance policy PDF** – Please keep this with you when attending booking meetings in case the customer would like to see confirmation that we are fully insured and above board.



- **Veterinary practise cribb sheet** – This will list the names, addresses and telephone numbers of vet practises near you. Something worth creating yourself. Take it with you to booking meetings as its important to make sure the booking form is completed, including the vet information.

Online assistance

- **www.purrfect-company.com** – The website includes all the information about what we do, our prices, our terms and conditions and bios of all of our Purrfect sitters. A customer may want to know more about you before your initial booking meeting, therefore you can refer them to our site.
- **Google sheets** – All of your bookings are to be recorded on your google sheet. Only you and I have access to your sheet. We will use this to keep your bookings updated and in order for me to pay you the correct amount of money for each booking. You will be invited to log into your sheets when starting at Purrfect Company.
- **Facebook page @ facebook/purrfectcompany** – You will be invited as an editor to this page. You will be able to post pictures and information of your cats you are sitting. You will also have access to the inbox where you can communicate with your customers or potentially new customers.
- **Whatsapp Purrfect Company Group** - You will be invited to join the other cat sitters to discuss anything Purrfect Company related. It can be very helpful if you are looking for tips or advice. If you have any queries which are not group related, please message me directly.

I hope this welcome pack is helpful. Please contact me if you have any queries at all and happy sitting!



Purry thanks,

Heather Neal

07793 108307

heather_neal@outlook.com

purrfectco@outlook.com

74 Sunderton Lane,

Clanfield

PO8 0NT