



*Mention our anniversary when booking your reservation and take \$5 off grooming when your pet boards with us in the month of June.*

We are now a Natural Balance Pet Foods authorized dealer! Come visit our store, or call us for pricing and specials. **Join the Natural Balance Frequent Buyer program! Buy 10, get one free! Ask for details. [Click here](#) to learn more about Natural Balance.**



*Join us for daycare in June and receive a free pet food sample. Don't forget to call ahead or [email us](#) for reservations.*

We now have email confirmations. When you make a boarding or grooming reservation with us, we will forward an email confirmation. Let us know if your email is changing.

We love customer referrals! Refer a friend to us and we will reward you and that friend with a **free play session during their boarding and your next boarding.**

**Please join me in congratulating the following staff members when you see them. To better serve all of our customers, each of them has recently completed Pet Care Services' Certified Pet Care Technician Level I Program.**

- Kathy Ellis
- Brittani Johnson
- Steven Johnson
- Shelby Mattson
- Audria Sartin-Baker
- Brittany Smith

*We are proud to say we are a member of PCSA. To learn more about Pet Care Services, please visit [www.petcareservices.org](http://www.petcareservices.org)*

**To help us continue to grow and provide the best care possible to you and your pets, we've attached a short survey. Tell us how we are doing by completing and returning the survey before June 30<sup>th</sup> and as our way of saying thank you for taking time to complete the survey, we will enter you in a drawing for a \$25 A&B Kennel Club gift certificate to be used for any service at A&B.**

**We have updated our hours and pick-up/drop-off policy. We are open as follows:**

Monday – Friday:	7 a.m. – 7 p.m. ~closed from 11 a.m. – 12 p.m. for naptime
Saturday	7 a.m. – 5 p.m. ~closed from 11 a.m. – 12 p.m. for naptime/staff development
Sunday	11 a.m. – 2 p.m. 8 p.m. pick up on Sunday by appointment (daily rate applies)

*Daily rates are per pet and based on drop-off anytime after 7 a.m. and pick-up before 2 p.m. the next day.*

*Thanks again for helping us become your pet's  
number one choice for boarding, grooming, daycare  
and training!*



Your Name: \_\_\_\_\_

# Kennel Club

***IT'S OUR BIRTHDAY!! THANK YOU FOR BEING A PART OF THE CLUB!!***

**TO HELP US GROW AND CONTINUE TO OFFER YOU QUALITY SERVICES, WE'D LIKE TO INVITE YOU TO TAKE PART IN A QUICK SURVEY. AS A THANK YOU FOR PARTICIPATING IN OUR SURVEY, YOU WILL BE ENTERED IN A DRAWING FOR A \$25 GIFT CERTIFICATE GOOD FOR ANY SERVICE OR RETAIL PRODUCT AT A&B.**

**Do you board your pet with us? Y/N**

*If yes, please continue with #1. If no, please continue on to #2.*

Was your check in experience handled in an efficient manner? Y/N

Comments: \_\_\_\_\_

Was your check out experience handled in an efficient manner? Y/N

Comments: \_\_\_\_\_

Please rate our staff's knowledge of your pet and your pet's behavior during their stay with us. *(please circle one)*

Exceeded expectations      Met expectations      Didn't quite get there

If we didn't get there, please tell us why? \_\_\_\_\_

Exceeded expectations? We want that feedback too! \_\_\_\_\_

Please rate our staff's knowledge of services we offer.

Exceeded expectations      Met expectations      Didn't quite get there

If we didn't get there, please tell us why? \_\_\_\_\_

Exceeded expectations? We want that feedback too! \_\_\_\_\_

Please rate our staff's knowledge of our facility.

Exceeded expectations      Met expectations      Didn't quite get there

If we didn't get there, please tell us why? \_\_\_\_\_

Exceeded expectations? We want that feedback too! \_\_\_\_\_

**Do you have your pet groomed with us?** Please rate your experience.

Exceeded expectations      Met expectations      Didn't quite get there

If we didn't get there, please tell us why? \_\_\_\_\_

Exceeded expectations? We want that feedback too! \_\_\_\_\_

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**Does your pet attend daycare with us?** Please rate your experience.

Exceeded expectations      Met expectations      Didn't quite get there

If we didn't get there, please tell us why? \_\_\_\_\_

Exceeded expectations? We want that feedback too! \_\_\_\_\_

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**Have you attended one of our training sessions?** Please rate your experience.

Exceeded expectations      Met expectations      Didn't quite get there

If we didn't get there, please tell us why? \_\_\_\_\_

Exceeded expectations? We want that feedback too! \_\_\_\_\_

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Is there a staff member you would like to acknowledge? If so, please tell us who and why.

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How can we provide you and your pet with better service?

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Are there any pet products you would like to see us carry at our facility?

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*Thank you for taking time to help us improve. We will draw our survey gift certificate winner on June 30<sup>th</sup> – good luck!! We hope to see you and your pet soon!*

**HAVE ADDITIONAL COMMENTS OR QUESTIONS? EMAIL US AT**  
**[INFO@ABKennelClub.com](mailto:INFO@ABKennelClub.com)**

*boarding – grooming – daycare for dogs and cats!*  
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