

PET SALON OWNER QUARTERLY CHECKLIST (1 OF 4)

We created checklists to provide a thought framework for us and our managers. Each quarter we review one of the four to jog ideas.

NOTES

- Are customers happy?
- Are employees happy?
- Is the shop clean and orderly?
- Are our prices correct?
- Has advertising worked?
- Have we used free social media effectively?
- Do employees have ideas for improving the shop?
- Are all expenses necessary?
- How can the salon run smoother?
- Ask a friend for their impression of the shop.
- Do I measure the proper business metrics?
- If a key dryer broke could we still groom?
- What actions should we stop doing?
- What type of training is needed?
- Do I have money to fund investment opportunities?
- Did I take care of myself?

PET SALON OWNER QUARTERLY CHECKLIST (2 OF 4)

We created checklists to provide a thought framework for us and our managers. Each quarter we review one of the four to jog ideas.

What change would make our customers happy?

What change would make our employees happy?

What equipment is past its useful life?

Is our signage understandable?

Could my salon's physical location be better?

What's our most annoying service?

Is there a service we should offer?

Are my shop's hours optimal?

What are my biggest annoyances?

Are our utility bills too high?

Do we need an employee handbook?

What merchandise never sells?

What change could we make to lower costs?

Do we have enough cages and tubs?

Have I logged expenses for tax/analysis purposes?

Should one or more customers be "fired"?

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PET SALON OWNER QUARTERLY CHECKLIST (3 OF 4)

We created checklists to provide a thought framework for us and our managers. Each quarter we review one of the four to jog ideas.

- Do I work too much?
- What would happen if I delegated more?
- What would happen if I came in one day less?
- Have I read enough about business ownership?
- Is our website where it needs to be?
- Should supplies or merchandise be ordered?
- Is there an investment that would lower our costs?
- Did the business increase in value?
- Did I take care of myself?
- How can we cause customers rave about us?
- What are other salons doing to add value?
- Is our salon laid out optimally?
- What do people say about us on social media?
- Are customers happy?
- Are employees happy?
- What change could we make to lower costs?

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