
Instructions for Lobby Greeting

Greet all clients upon entrance to lobby with a welcoming, warm smile. You are their FIRST impression of our shelter and it can make all the difference.

Inquire as to why they are here. If they only want to browse, direct them straight back to the dogs, or to the various rooms for cats.

If they want to meet an animal, they must fill out an adoption application located in the lobby. Once approved by someone at the front desk, they will receive a card which alerts dog and cat handlers to show them animals.

While you have their attention, inform them of our "foster to adopt" program. They can essentially "test drive" a pet to make sure it's a good fit. Also please familiarize them with our fostering program.

If you greet someone coming in with a box of kittens, explain that the shelter is full and these babies would have a much better chance in a home, just for a few weeks until they are 2lbs and can be adopted. If they agree to foster, alert the front desk to fast track the kittens through intake and have the good Samaritans complete a foster application located behind the front desk in the first lateral file drawer as you walk behind the desk. Take a picture of the completed application and send it to me.

Thank you for helping our animals :)