

Daily Routine (1-2 Hours Per Day)

1. Morning Check-In (30-45 Minutes)

- **Review Service Schedule & Routes**
 - Check the daily route schedule and ensure all jobs are assigned.
 - Confirm any last-minute customer requests or changes.
 - Verify that your field team has the necessary supplies (bags, sanitizer, deodorizer, etc.).
 - **Team Communication**
 - Quick morning check-in with employees via group chat or app (e.g., WhatsApp, Slack, or scheduling software).
 - Address any concerns or route adjustments.
 - Motivate your team and reinforce company values.
 - **Customer Service Oversight**
 - Scan emails, voicemails, and social media messages for customer inquiries.
 - Forward urgent matters to your customer service representative or handle key issues directly.
 - Check for new booking requests and confirm them.
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2. Midday Performance & Operations Check (15-30 Minutes)

- **Monitor GPS or Route Progress**
 - Use tracking software to check if routes are being completed on time.
 - Address any delays or issues (weather, traffic, team setbacks).
 - **Customer Follow-Ups & Quality Control**
 - Review customer feedback or complaints.
 - **Handle Business Development Tasks**
 - Follow up on potential partnerships (veterinarians, pet stores, homeowners' associations).
 - Plan or approve social media content.
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3. Evening Wrap-Up & Reporting (30-45 Minutes)

- **Review Daily Reports**
 - Check completed jobs and ensure all work was done as scheduled.
 - Address any employee or customer service issues.
 - Track any missed pickups or rescheduled services.
 - Contact and thank all first time customers via phone call for their business.

- **Employee Check-Out & Payroll Oversight**
 - Ensure field employees report job completion with photos.
 - Verify timesheets and hours worked for payroll.
 - **Review Revenue & Financials**
 - Check daily revenue, new sign-ups, and invoices.
 - Ensure customer payments are processed or follow up on outstanding payments.
 - **Plan for the Next Day**
 - Adjust routes or employee schedules as needed.
 - Review marketing and sales efforts (advertisements, local promotions, referrals).
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Weekly Responsibilities (4-6 Hours Per Week)

- **Financial Check-In:** Review weekly revenue, expenses, and profitability.
 - **Marketing & Growth:** Oversee promotions, social media, and partnerships.
 - **Hiring & Training:** Recruit and train part-time scoopers as needed.
 - **Customer Relationship Building:** Send thank-you messages, run referral incentives.
 - **Equipment & Supplies Check:** Ensure tools and sanitization products are stocked.
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Monthly Responsibilities (10-12 Hours Per Month)

- **Business Review:** Analyze revenue, expenses, and customer retention.
 - **Employee Performance Evaluation:** Reward top performers and address concerns.
 - **Marketing Strategy Planning:** Adjust campaigns and run seasonal promotions.
 - **Community Engagement:** Attend or sponsor local pet events.
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