
Cooper's Scoopers Employee Training Guide

Best Practices for Pet Waste Removal and Lawn Care

I. Safety and Professionalism

1. Wear Appropriate Personal Protective Equipment (PPE):

- Gloves (disposable or durable rubber)
- Closed-toe, non-slip shoes
- Protective eyewear (when spraying agents)
- High-visibility vests (if working near roadways or in public areas)

2. Maintain a Professional Appearance:

- Wear the Cooper's Scoopers uniform or branded attire.
 - Present a courteous and professional demeanor when interacting with clients.
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II. Pet Waste Removal Techniques

1. Inspect the Area Before Starting Work:

- Walk the perimeter to identify all areas where pet waste is present.
- Look for hidden waste near fences, under bushes, and other obscured spots.

2. Use Proper Tools and Techniques for Waste Collection:

- Use a scooper or rake designed for efficient waste collection.
- Place all waste into a heavy-duty, leak-proof bag. Double-bagging is recommended for larger quantities.

3. Follow Disposal Procedures:

- Dispose of pet waste according to local regulations and guidelines.
- Secure bags tightly to prevent leaks or odors.

4. Respect Client Property:

- Avoid damaging grass, plants, or other landscaping features.
 - Close gates and doors securely when entering and exiting properties.
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III. Deodorizing and Sanitizing Lawn Areas

1. Use Approved Deodorizing or Sanitizing Products:

- Only use products approved by Cooper's Scoopers corporate office to ensure safety and effectiveness.

2. Application Guidelines for Deodorizing and Sanitizing Agents:

- Apply products evenly across affected areas using the recommended sprayer or applicator.
- Avoid oversaturating grass, which could lead to damage.
- Focus on high-traffic pet areas or spots where odors are noticeable.

3. Follow Manufacturer Instructions:

- Adhere to all product-specific guidelines for mixing, application rates, and drying times.
- Use products only in appropriate weather conditions (e.g., avoid application during heavy rain).

4. Ensure Environmental Responsibility:

- Avoid spraying products near water sources, flower beds, or edible plants.
 - Use environmentally friendly, pet-safe products whenever possible.
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IV. General Lawn Care Considerations

1. Minimize Lawn Damage During Service:

- Use lightweight tools and equipment that reduce soil compaction.
- Avoid walking or placing tools on wet grass to prevent damage.

2. Check for Potential Hazards:

- Be alert for sharp objects, holes, or other hazards while working.
- Report any signs of pest infestations, excessive lawn wear, or pet damage to the client.

3. Monitor and Report Lawn Health Issues:

- Look for yellow spots, bare patches, or other signs of pet waste-related damage.
 - Suggest appropriate treatments to clients, such as lawn rejuvenation or reseeding, if needed.
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V. Customer Service Best Practices

1. Be Friendly and Respectful to Clients:

- Greet clients if present and respond politely to questions or concerns.
- Provide feedback or observations about the property when appropriate.

2. Maintain Communication:

- Notify clients of service completion using the preferred communication method (e.g., text, email).
 - Leave a service card or other notification as required by Cooper's Scoopers policy.
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VI. Training and Continuous Improvement

1. Participate in Ongoing Training:

- Attend regular refresher courses provided by Cooper's Scoopers corporate office.
- Stay updated on new techniques, tools, and product offerings.

2. Share Feedback and Suggestions:

- Encourage employees to provide input on ways to improve service efficiency and quality.