



Recommended Quality Standards for Excellence in Pet Sitting Care

The **corporate mission** of Pet Sitters Cape Town is to serve as an educational, support and empowerment organisation for individuals who aspire to become professional pet sitters and business owners. “Our **personal mission** is to serve, protect and care for our clients pets, property and possessions to best of our ability, through continued personal growth, skills development, honesty and integrity, in order to remain a valuable, relevant, effective and efficient solutions company” Adapted from Psi Quality Standards for Excellence in Pet Care

- The sitters exhibits courtesy and professionalism in all dealings with customers, colleagues and industry stakeholders in order to positively represent the pet sitting industry.
- The sitter provides references.
- The sitter is insured and certified.
- The sitter visits the clients home for inspection before the first pet-sitting assignment to meet the pets and get detailed information concerning the pets and care.
- The sitter displays a positive, kind attitude during the initial meeting and is conclusively comfortable and competent in dealing with the animals in their care.
- The sitter is courteous, interested and well informed at all times.
- The sitter provides relevant literature to describe services and communicate fees.
- The sitters provides a service agreement that specifies services, fees and time allocated per visit.
- The sitter determines to learn as much about the animals in his or her care during the interview.
- The sitter concludes that they have adequate knowledge and experience in caring for the pets and is mindful of their safety and well-being.
- The sitter takes precautions to make sure a clients absence from the home is not detectable because of any careless actions or disclosures by the sitter.
- The sitter confirms or has the client confirm that the client has returned home safely to the pets before ending the assignment.
- The sitter provides a service feed-back form or web link.
- The sitter conducts business with honesty and integrity and observes all consumer laws and protocols pertaining to business operations and animal care.
- The sitter keeps regular office hours and responds to client queries, concerns and complaints promptly.
- The sitter has a local veterinarian on call for emergency services.
- The sitter has a contingency plan for pet care in case of inclement weather, personal illness or a crisis.
- The sitter will refrain from criticising competitors and business colleagues.
- The company screens applicants for empowerment and service carefully.
- The sitter commits to ongoing training from the company and adheres to the vision, all values and mission of the company.