"Making pet-friendly tourism an exceptional experience for guests, staff and pets"

Become a Top PET-FRIENDLY Establishment
STEVE BROOKS K9U
Pet-Friendly Consulting offers full-service education and support to hospitality managers and staff.
We help you develop **pet-friendly services** and amenities that **increase revenue, reduce liability** and **improve the experience** of guests with pets.

*We deliver *on-site assessments* and recommendations as well as *customized consulting services* to address specific concerns.*
We offer a variety of services to help you to **plan, design, implement and educate** your staff on **pet-friendly** hospitality services.

**EDUCATION** – Train management and staff to support guests (with or without pets):

- Policy training
- Dog **behavior** training
- How to read dog **body language**
- How to prevent and **break up fights**
- Proper greeting behaviors

**BUSINESS** – Help marketing staff identify advertising opportunities in **pet-friendly publications**. Develop web-based social media and marketing campaigns.
AMENITIES – Design and supply **pet-friendly amenities**:

- In-room **amenities package** with special pricing
- **Proper and safe** toys, crates, leashes and supplies
- Cleaning supplies, health notice signage and equipment

BOUTIQUE/SPA – Assist in the design and set up of a pet boutique, holistic spa and/or boarding kennel.

EVENTS – Help plan as well as provide professional services for special events, including seminars and workshops.

SPECIAL SERVICES – Provide **phone consultations** with Steve Brooks, CPDT/KA, for guests with pet behavior issues.

POLICIES – Assist in defining and documenting guest and staff policies including creating forms and brochures.

DINING – Work with in-house chefs to create **healthy treats** and **meals** for pets and “in-room dining” services.

PHOTOS & ARTWORK – Provide photos and artwork to resell or use in-house.

FACILITY DESIGN – Work with architects, contractors, grounds keepers, and designers to **design and build** pet-friendly facilities.

- Provide green cleaning supplies
- Supply health notice signage
- Advise on all equipment
Steve Brooks K9U Pet-Friendly Consulting has developed a proprietary methodology for assessing pet-friendly tourism services and helping hospitality managers expand their business with responsible, healthy and fun amenities for guests and their pets.

Our holistic approach examines pet-friendly services from the perspective of guests, pets, staff, and the business. Recommendations are designed to demonstrate a deep regard for pets and guests while providing a safe and enjoyable visit for all.

In addition to making pet-friendly amenities more guest friendly, we also offer suggestions for business opportunities to expand operations and increase revenue while lowering the risk of liabilities.
Our **in-depth knowledge of pet behavior, needs, and care** make us uniquely qualified to help you create pet-friendly services and amenities. We have **more than 20 years experience** training and working with pets in numerous capacities, including education, kennel management, health care and behavior modification.

In addition to working with pets, we have developed a **successful pet care business** in Los Angeles and have been **featured internationally** in books, movies, television and other media.
Steve Brooks K9U Pet-friendly Consulting is a strong proponent of rewards-based pet training and behavior modification. We find this approach to be the most effective and humane strategy when working with dogs. We recommend that any pet-related services follow similar methodologies with regard to companion animals.

Whether you need a supplier of equipment and pet-friendly products, help planning and delivering weekend events, expertise on defining policies or training staff, advice on how to lower liabilities, or recommendations to increase revenue, Steve Brooks K9U Pet-friendly Consulting is here to help you!

See our web site at stevebrooksk9u.com/hotels. Look for Steve’s biography and read about his training tips. You may contact us via email at steve@stevebrooksk9u.com or by calling (323)498-5591.