PET STORE PRO

Employee
Quick Start Guide

Steps to Get Started with Pet Store Pro

About Pet Store Pro

Pet Store Pro is a professional-level employee and manager development program targeted specifically to independent pet retail employees. It's complete, detailed, easy to deliver—and it's FREE.

The purpose of this Quick Start Guide is to help pet store employees get started with using Pet Store Pro for the first time.

Step 1: Verify If Your Store Has an Account

Pet Store Pro is organized in a way that allows pet store owners and managers to monitor their employees' training progress and completion. Each employee is a team member within a specific store. However, if you do **not** currently work in a pet store, you can still register without a store account.

A Store Owner or Manager Asked You to Register for Pet Store Pro

If your store's owner or manager asked you to set up a Pet Store Pro account and take courses, make sure you have the store name and address before starting Step 2.

You Learned About Pet Store Pro on Your Own

If you learned about Pet Store Pro on your own and you:
- **Work in a Pet Store,** then encourage your store's owner or manager to review the information on the Pet Store Pro website and consider requesting a store account. When there's a store account, then you become a team member within that store.
- **Do not work in a pet store or your store's owner or manager does not have a store account,** then you can still sign up. Your account will **not** be affiliated with a particular store. If you do take a job in a pet store that has Pet Store Pro, you can request to have your account moved to that store.

Step 2: Register Your Own Account

To register for a Pet Store Pro account, follow these five steps:

1. Go to https://www.petstorepro.com/.
2. Press **Employees** at the top of the page, then **Employee Sign Up**.
3. On the Employee Registration page, choose your store.

   *If your store does **not** have a Pet Store Pro account, or you **don't** currently work in a Pet Store, choose "Not currently employed by a store".*

4. Fill in the rest of the required fields on the Employee Registration page, and press **Submit**.

5. Have your account approved.

   - **If you chose a specific store,** your store's owner or manager needs to approve your request to join their store's account. Pet Store Pro sends an email to your store account's owner or manager. You may also want let your manager know that your approval is pending in the store's account.

   - **If you chose "Not currently employed by a store,"** then the Pet Store Pro team will review and approve your account within one week after you submitted this form.

Information about You
The following information will be used to generate your student account in this learning portal.

* First Name :

* Last Name :

* Store : * Not currently employed by a store (, ,)

Phone :
Ex:425-555-0123

* Email Address :

Step 3: Review Course Descriptions

Pet Store Pro has over 30 pet store–focused courses available. There are courses for store owners and managers and employees. However, anyone can take any course.
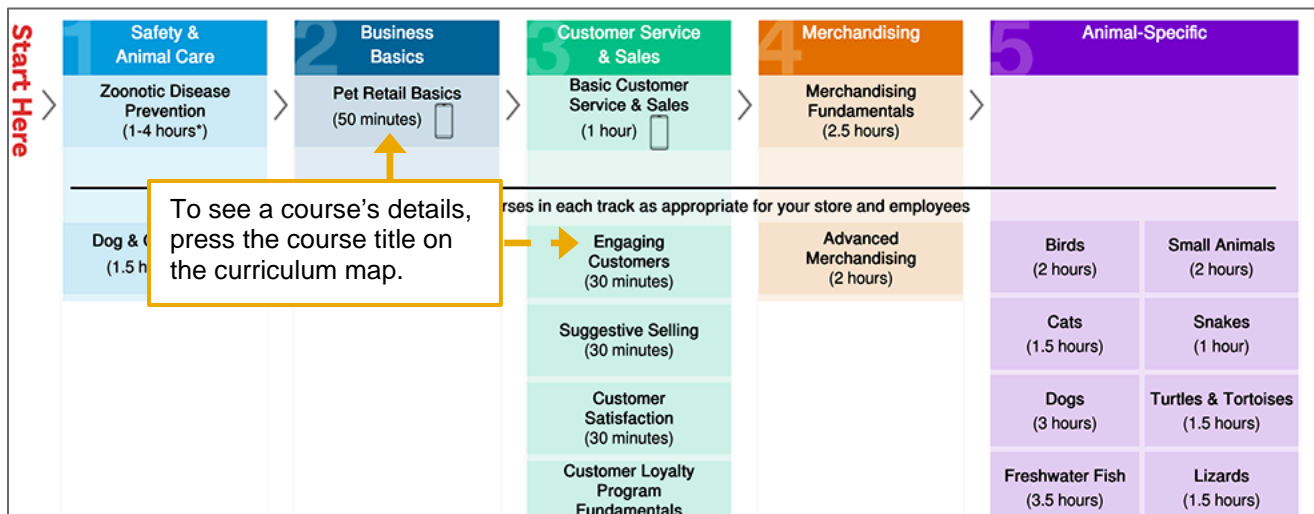
Curriculum Maps

The courses are arranged on Employee and Manager curriculum maps. The maps provide a suggested sequence for taking the courses.

To view the maps, press the links below. To download and print a copy of the maps, use the link at the bottom of each map.

<u>Employee Curriculum Map</u>   <u>Manager Curriculum Map</u>


If you are looking for a particular topic, press the magnifying glass at the top of the page and enter your desired topic in the search box.

Step 4: Enroll In & Take Courses

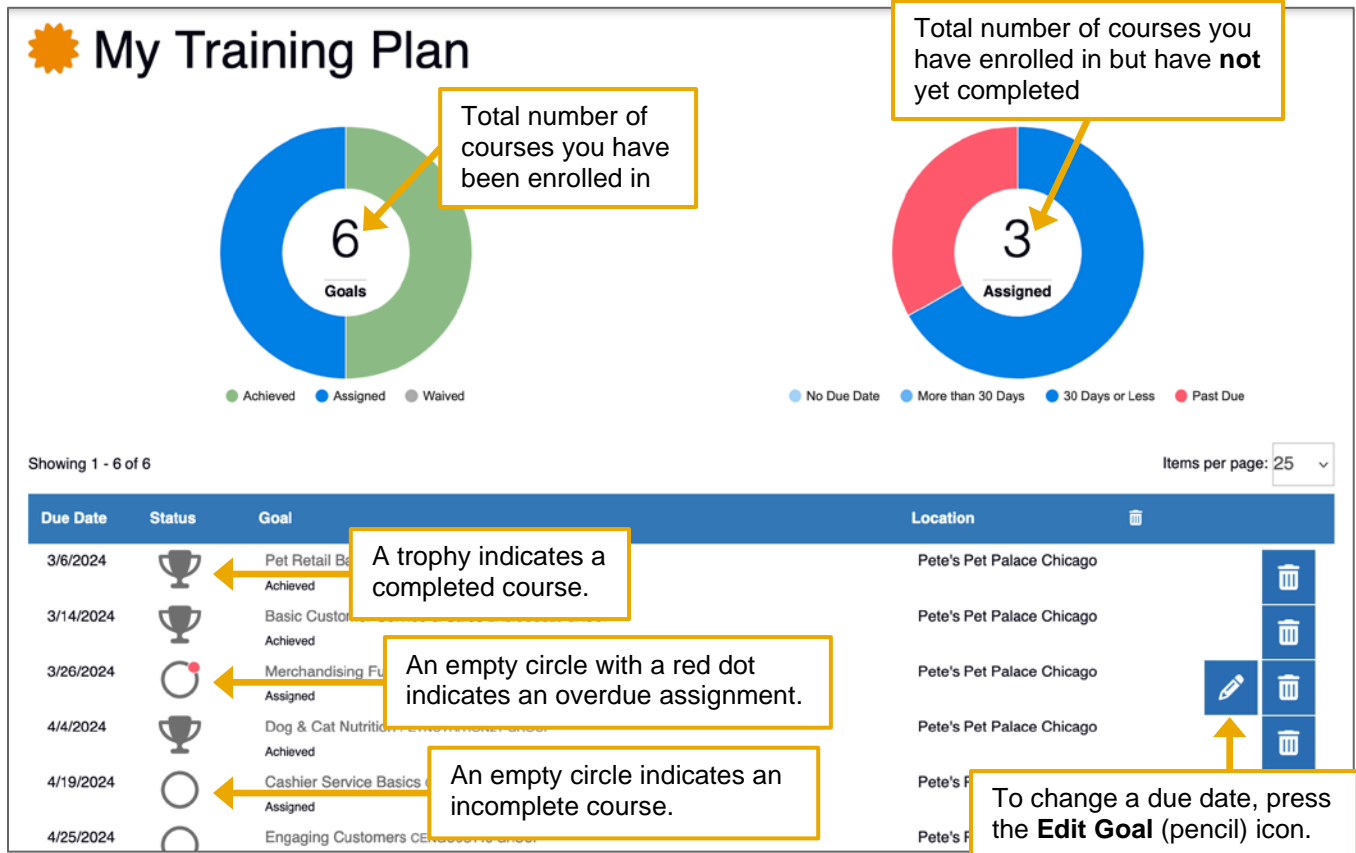Once your account has been approved, you can enroll yourself in courses by following these steps:

1. Press this link, and log in.
2. Press the **three bars** in the upper left corner, then **Course Search**.
3. Enter the name of the desired course in the search box, and press the **magnifying glass**.
4. Press your desired course tile. The course slider opens.
5. On the course slider, press the blue **Enroll** (right arrow with a bracket) button.
6. To start the course, press the blue **View Components** (numbered list) button.
7. To learn the content, take either the eLearning component or the Study Guide.
8. After completing the content, take the test.
9. Don't forget to leave feedback. Your comments and suggestions on the feedback forms help us to continuously improve Pet Store Pro.
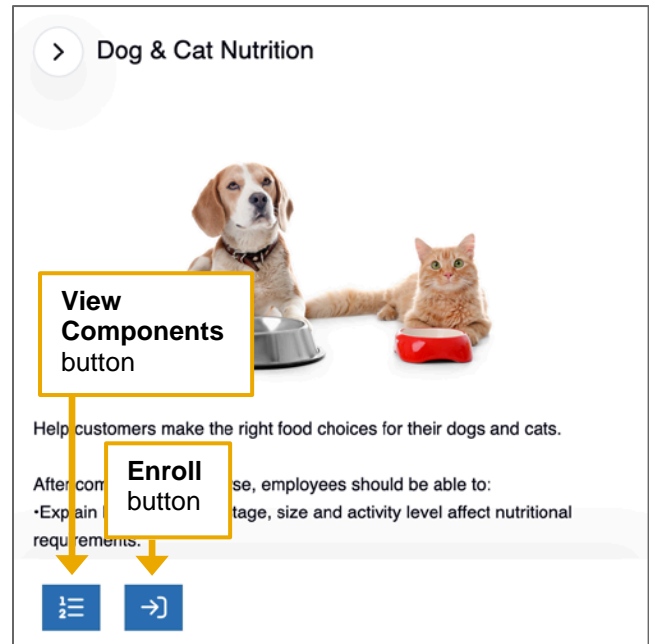
Step 5: Monitor Your Progress & Completion

You can use the My Training Plan dashboard to view your course progress and completion.

The course enrollment process automatically sets a due date of 30 days after the date of course enrollment. If your manager wants you to have a different due date, you can change the due date for a course you enrolled yourself in.

Note: If a manager enrolled you in a course, only the manager can change the due date.
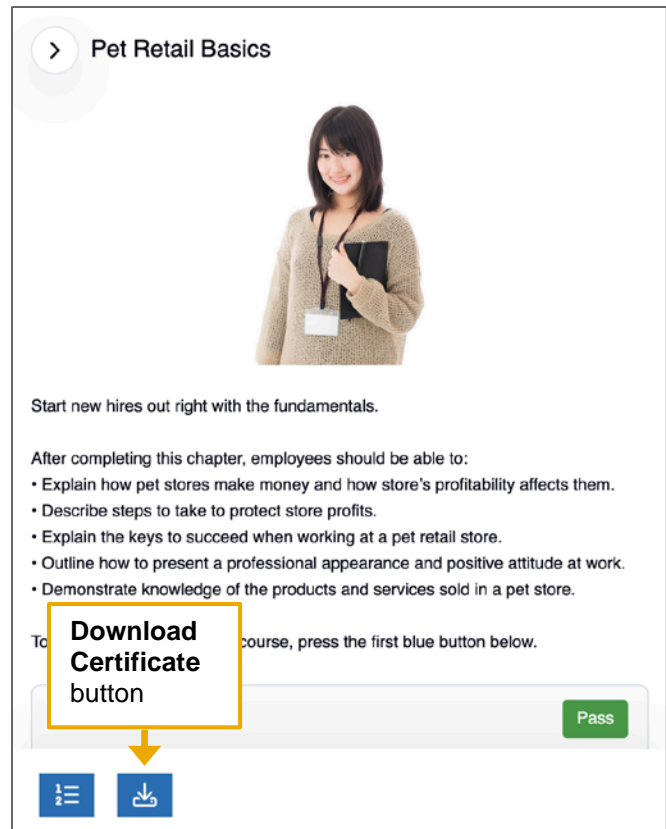
Step 6: Download & Print Certificates of Completion

When you complete a course, a Certificate of Completion becomes available. You can download, save and print your own certificates. To do this, follow the steps below.

1. Press this link, and log in.
2. Press the **three bars** in the upper left corner, then **Training Plan**.
3. Courses with trophy icons indicate that the course is complete and a certificate is available.
4. Press the **course name** to the right of the trophy icon. The course slider opens.
5. At the bottom of the course slider, press the blue **Download Certificate** (down arrow) button. A certificate PDF will download. You can save and print it.

   ** Each browser handles downloads differently and has changeable download settings. If you **don't** see your certificate, review your browser's help documentation and download settings.*
6. You can email or show a printout of your certificate to your manager. And remember to keep a copy for yourself for your own resume and training records.

> Pet Retail Basics
>
> Start new hires out right with the fundamentals.
>
> After completing this chapter, employees should be able to:
> • Explain how pet stores make money and how store's profitability affects them.
> • Describe steps to take to protect store profits.
> • Explain the keys to succeed when working at a pet retail store.
> • Outline how to present a professional appearance and positive attitude at work.
> • Demonstrate knowledge of the products and services sold in a pet store.
>
> **Download Certificate** button
>
> Pass

Step 7: Continuously Improve Your Performance

Pet Store Pro is a robust training program that is designed to help you improve your skills. Growing your skills and abilities is a good way to show your value to your manager.

It's best to start with taking a few courses. When you complete some or all of those initial courses, determine which courses to take next. Consider adding an item to your calendar to discuss your training plan with your manager monthly or quarterly.

Have Questions or Need Additional Assistance?

If you need assistance with using Pet Store Pro, review the FAQs on the PetStorePro Web site or email support@petstorepro.com.