



Manager Quick Start Guide

Steps to Get Started with Pet Store Pro

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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 store owners and managers get started with using Pet Store Pro for the first time.

Step 1: Request a Store Account

Setting up a store account is as easy as 1-2-3.

1. Go to <https://www.petstorepro.com/>.
2. Press **Managers** at the top of the page, then **Set Up a Store Account**.
3. Fill out the online form, and press **Submit**.

We will get back to you in one week or less with your store account details.

Request an Account

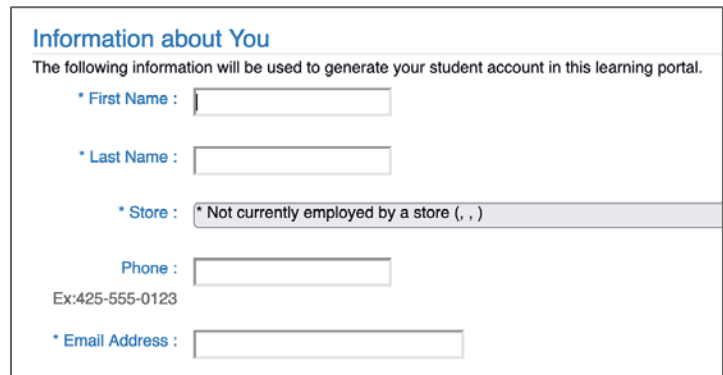
Store Name *	<input type="text" value="Your Store's Name"/>
Location *	<input type="text" value="Street Address Line 1"/>
	<input type="text" value="Street Address Line 2 (optional)"/>
	<input type="text" value="City"/>
	<input type="text" value="State"/>
	<input type="text" value="Country"/>
Store Website *	<input type="text" value="Website URL (include https:// or http://)"/>

Step 2: Register & Approve Your Employee Accounts

Employee Registration

Once you have a store account, your employees can request accounts in your store. Ask your employees to follow these four 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.
4. Fill in the rest of the required fields on the Employee Registration page, and press **Submit**.



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

* First Name :

* Last Name :

* Store :

Phone :
Ex:425-555-0123

* Email Address :

Approving an Employee Account

When an employee signs up for an account in your store, you need to approve that request. This process ensures that your employee list includes only people who work for you. To approve an employee's request:

1. Press [this link](#), and log in.
2. Press the **three bars** in the upper left corner, then **My Team**.
3. Near the top of the My Team screen, press the **Approvals** tab.
4. You should see a list of employees who requested to join your store account.
5. To accept an employee, press the **checkmark**. If you don't recognize the requestor, you can decline their request by pressing the **X**.
6. You will see a screen that allows you to choose the employee's role and position. In most cases you should choose the default options, which are **Student** and **Employee**. To learn about Pet Store Pro roles and positions, view the [FAQ](#) on this topic.



User Information

Location : BlueStreak Pet Store

* Role :

* Position :

7. Once you approve an account, that employee should be able to log in and use Pet Store Pro.

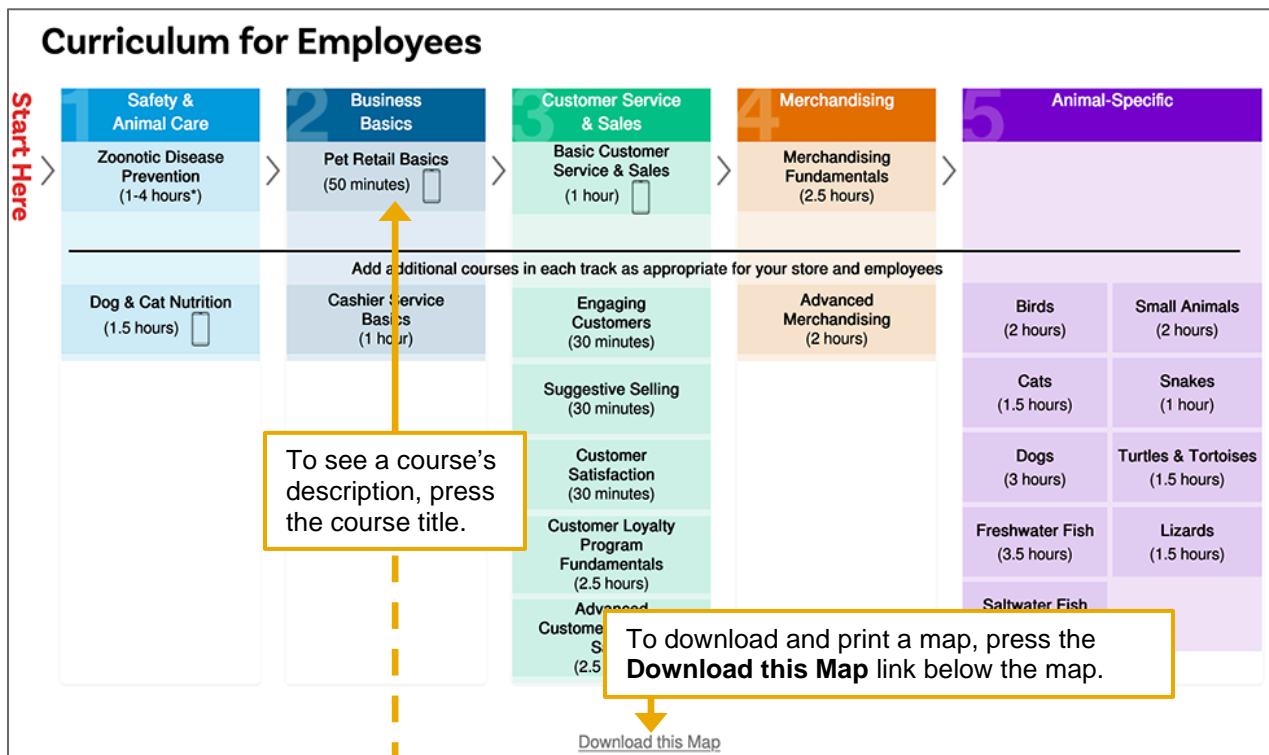
Step 3: Review Course Descriptions

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

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

To view the maps, press the links below:

- [Employee Curriculum Map](#)
- [Manager Curriculum Map](#)



Pet Retail Basics

Start out right with the fundamentals.

This course is for new pet store employees, including those who may be starting their very first job. To get new hires off to the right start, this course teaches retail fundamentals, as well as presenting an exceptional service attitude.


An in-store activities guide helps new employees apply the course material to your unique store.

Audience: Employees

Subject: Business Basics

Course Topics:

- How Pet Stores Make Money
- Succeeding in Your New Job



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: Develop Your Training Plan

As you review the curriculum map and course descriptions, consider what:

- All employees need to learn.
- Each individual employee needs to learn.

Consider creating a table or list like this:

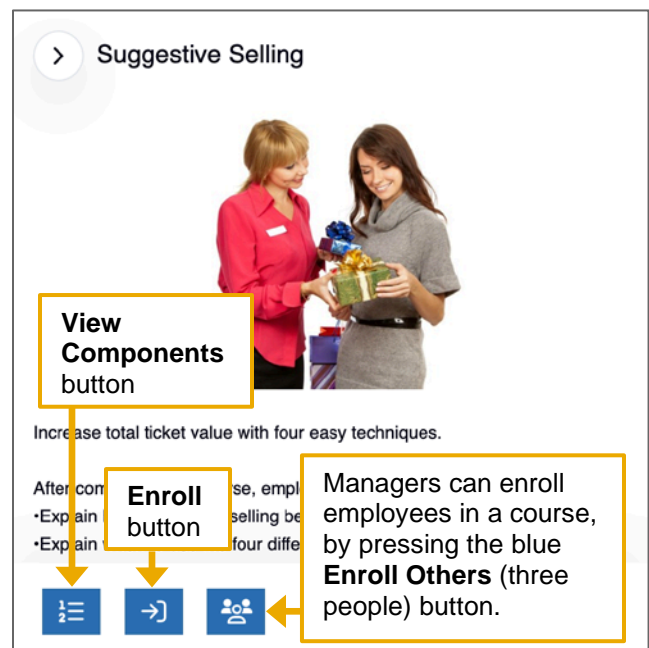
Employee	Skills Needed	Courses to Take
All new employees	Basic pet store operations and goals	Pet Retail Basics Basic Customer Service & Sales Merchandising Fundamentals
Jane Smith	How to approach a customer	Engaging Customers
Joe Fisher	Take advantage of opportunities to sell more products and services	Suggestive Selling
Myself (owner or manager)	Improve profitability	Understanding Gross Margin

Remember to use the Manager curriculum to help you improve your own skills and improve your store's operations and profitability.

Step 5: Enroll In & Take Courses

Employees can enroll themselves 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 the 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 helps us to continuously improve Pet Store Pro.

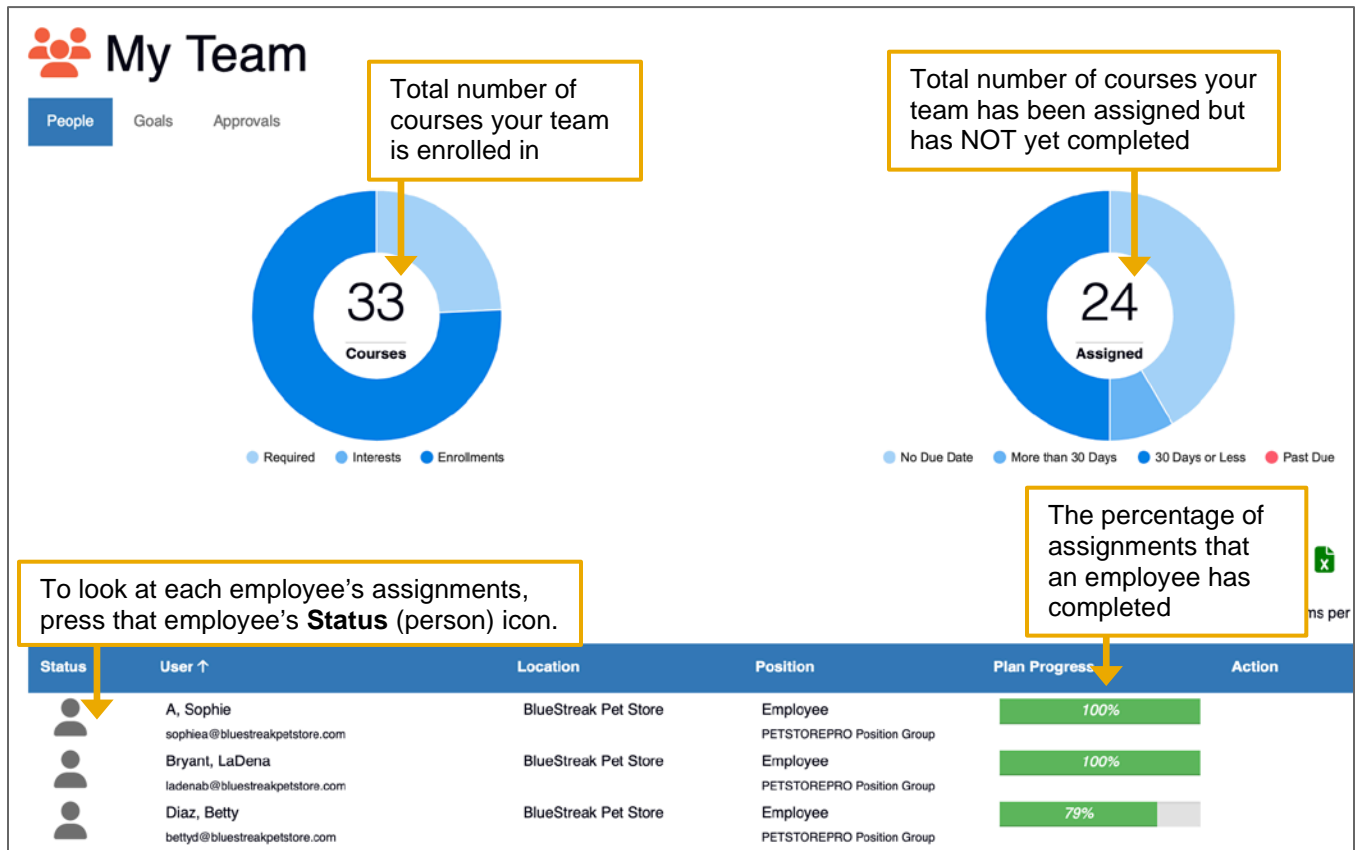


Step 6: Monitor Employee Progress & Completion

As a store owner or manager, you can use the **My Team** dashboard to view your employees' course progress and completion.

My Team Dashboard

The My Team dashboard provides the following information:



My Team

People | Goals | Approvals

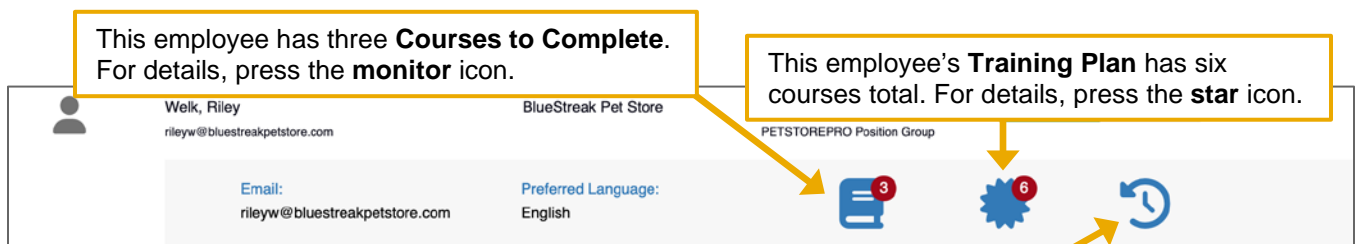
Total number of courses your team is enrolled in: **33** Courses

Total number of courses your team has been assigned but has NOT yet completed: **24** Assigned

The percentage of assignments that an employee has completed: **79%**

To look at each employee's assignments, press that employee's **Status** (person) icon.

Status	User ↑	Location	Position	Plan Progress	Action
	A, Sophie sophiea@bluestreakpetstore.com	BlueStreak Pet Store	Employee PETSTOREPRO Position Group	100%	
	Bryant, LaDena ladenab@bluestreakpetstore.com	BlueStreak Pet Store	Employee PETSTOREPRO Position Group	100%	
	Diaz, Betty bettyd@bluestreakpetstore.com	BlueStreak Pet Store	Employee PETSTOREPRO Position Group	79%	



This employee has three **Courses to Complete**. For details, press the **monitor** icon.






This employee's **Training Plan** has six courses total. For details, press the **star** icon.

Email: rileyw@bluestreakpetstore.com | Preferred Language: English

Icons:

To see the employee's **Training History**, press the **clock** icon.

Employee Training Plan

3/23/2024		Managing Customer Service & Sales MANAGECSS24-GROUP
3/25/2024		ESTIVESELL18-GROUP
		Dog & Cat Nutrition PETNUTRITION21-GROUP Achieved
3/27/2024		Engaging Customers CENGCUST18-GROUP
4/27/2024		ENGCUST18-GROUP

The course enrollment process automatically sets a due date of 30 days after the date of course enrollment. To change deadlines:

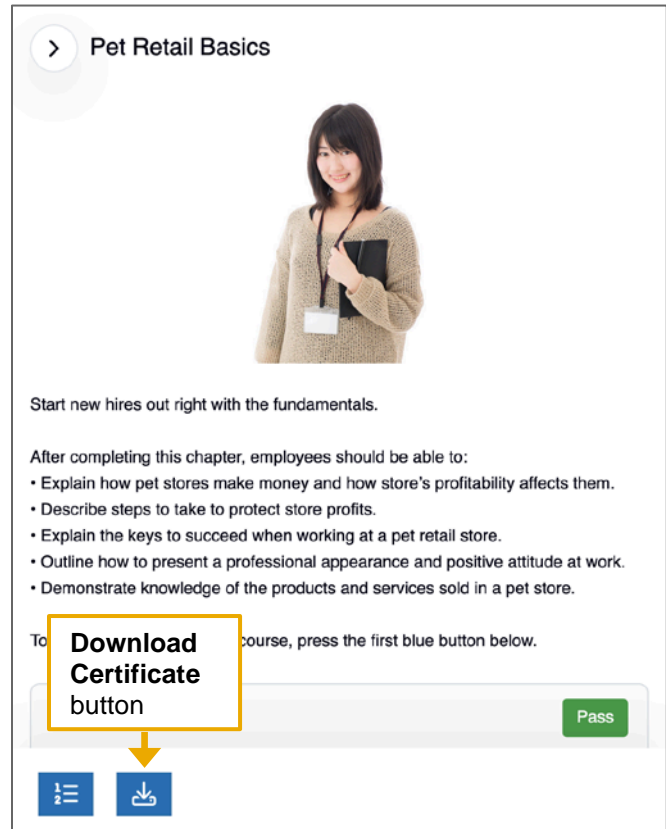
- Employees can use the **My Training Plan** screen
- Managers can use the **Goals** tab on the **My Team** dashboard.

Step 7: Download & Print Certificates of Completion

When a course is complete, a Certificate of Completion becomes available. Each individual can download, save and print their 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.*

** 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.*



Note: As a manager, you can access employee certificates from **My Team** by pressing an employee's **Status** (person) button, then pressing the **Training Plan** (star) icon, and the **Trophy** icon.

Step 8: Continuously Improve Store Performance

Pet Store Pro is a robust training program that is designed to help you improve your pet store's long-term operations and profitability.

It's best to start with assigning and taking a few courses. When some or all of those initial assignments are complete, determine which courses to assign or take next. Consider adding an item to your calendar to review:

- Your team's training status weekly or monthly.
- Your store's training plans 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.