

1437 Pontiac Rd
Angola, NY 14006
Phone: 716-549-1761
Fax: 716-549-1872
Email: angola@creaturecomfortspetresort.com



205 Ensminger Rd
Tonawanda, NY 14150
Phone: 716-873-0450
Fax: 716-877-2704
Email: tonawanda@creaturecomfortspetresort.com

WNY's Premier Luxury Pet Resort

General Overview of Duties

For animal lovers who would like to pursue a career working with pets, a position at Creature Comforts is one way to get started. Staff reports to the Practice Manager or other kennel floor leaders. No specialized training is typically required, although experience working with animals is beneficial. All positions offered require you to be on your feet for long periods of time and learn dog body language. Our front desk is the first and last impression of our resort and requires a high degree of professionalism and detail. Our overnight staff is responsible for cleaning and monitoring the pets in our care.

Creature Comforts is staffed 24 hours a day and we are considered "Essential Workers" (Essential-Non-Healthcare Workers-responsible for maintaining critical infrastructure and continued critical services/functions). We are a smoke/vape free environment, and do generally require open availability including Holidays and Weekends. We also have mandatory monthly meetings on pre-scheduled Wednesday evenings from 7pm until 8pm.

Please do not submit this application if you cannot meet our team requirements.

Our starting pay is usually the current hourly rate set by New York State \$16.00 in effect December 31, 2025 through December 31, 2026.

KENNEL AND DAYCARE

Kennel and Daycare staff ensure that the animal(s) get regular exercise. This can involve taking dogs for walks or possibly giving cats some room to roam if the facility includes an enclosed area that prevents their escape. Kennel staff also participates in kennel enrichment sessions, one on one personalized play time, and supervises the group play in daycare.

FEEDING AND CLEANING

Kennel staff provide the animals with food and water as well as monitor appetite and eating habits. Kennel staff must be focused with attention to detail. We ask you to often follow specialized feeding instructions per the pet's individual needs. Staff is also responsible for cleaning all pet accommodations daily to ensure sanitary conditions.

BATHING AND GROOMING

Pets that are boarded for a long period of time will likely need bathing, which is a duty performed by kennel staff. Staff will also be required to perform grooming functions, like trimming an animal's nails or brushing its fur.

MEDICAL ASSISTANCE

After 90 days of training, experienced kennel staff may have the responsibility of providing basic health care to sick or injured pets. They may administer medications under the direction of the manager or owner.

MISCELLANEOUS DUTIES

Some staff may be assigned additional duties besides tending to the animals. They may perform grounds keeping and general maintenance tasks around the property or perform clerical duties, like data entry or answering telephones.

Employment Application

General Information

First Name _____

Last Name: _____

Nick Name (if applicable): _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Cell Phone: _____ Alternate Phone: _____

Email Address: _____

Emergency Contact and Phone: _____

Are You Eligible to work in the U.S.? Yes No

Are you at least 18 years old? Yes No

Last completed level of education: _____

Have you ever been convicted of, or are you awaiting trial on a felony or a misdemeanor? Yes No

If yes, please explain:

If offered employment, will you agree to a criminal background check? Yes No

Describe Yourself & Your Background

Do you have any pets of your own Explain:

Please describe your experience with animals other than those you may have owned:

Can you comfortably handle walking two dogs at a time? Yes No

Can you comfortably handle walking a dog that weighs up to or exceeds 100 pounds? Yes No

Can you lift 50lbs? Yes No

Are you able to stand all day and bend, twist, and reach comfortably? Yes No

Are you willing to clean up after a dog while walking them? Yes No

Are you willing to clean up after a dog indoors if necessary? Yes No

Have you ever given a pill to a dog? Yes No

Have you ever given a pill to a cat? Yes No

Have you ever given an injection to a dog? Yes No

Have you ever given an injection to a Cat? Yes No

Have you ever used any of the following equipment for dogs?

- Gentle-Leader Halti Harness Pinch Collar Choke Collar Crates

Are there any animals that you prefer not to care for? Explain:

Please describe yourself. Any special skills, volunteer or community related activities, etc.?

Why do you want to work for our company?

Availability & Job Interest

What type of employment are you seeking? Full Time Part Time

KENNEL	FRONT DESK	OVERNIGHT	BATHER/DAYCARE
<p>Kennel Attendants are the front line in care for the dogs! They will be helping walk dogs, clean the kennels and provide food and water. Typical shifts are:</p> <p style="text-align: center;">6AM-12PM 6AM-3PM 2PM-11PM</p> <p>Please indicate the hours each day that you are available for the above shifts</p>	<p>Our Front Desk Staff are our primary connection to owners. They help schedule boards, intake new dogs and help answer the phones. Typical shifts are:</p> <p style="text-align: center;">7AM-7PM 7AM-3PM 10AM-7PM</p> <p>Please indicate the hours each day that you are available for the above shifts</p>	<p>Our Overnight team helps to maintain the cleanliness of our buildings and provide care and oversight to the animals as needed.</p> <p style="text-align: center;">10PM-6AM 11PM-7AM</p> <p>Please indicate the hours each day that you are available for the above shifts</p>	<p>Bathers help to keep all our dogs spick and spam before they leave. They will do baths for dogs and nail trims.</p> <p>Our Daycare attendants will help manage our daily Daycare groups.</p> <p style="text-align: center;">8AM-5PM 10AM-7PM D/C 8:30AM-5:30PM</p> <p>Please indicate the hours each day that you are available for the above shifts</p>

Monday: _____	Monday: _____	Monday: _____	Monday: _____
Tuesday: _____	Tuesday: _____	Tuesday: _____	Tuesday: _____
Wednesday: _____	Wednesday: _____	Wednesday: _____	Wednesday: _____
Thursday: _____	Thursday: _____	Thursday: _____	Thursday: _____
Friday: _____	Friday: _____	Friday: _____	Friday: _____
Saturday: _____	Saturday: _____	Saturday: _____	Saturday: _____
Sunday: _____	Sunday: _____	Sunday: _____	Sunday: _____

The position, if offered, requires that part-time employees be available to work 3 holidays each year, and full-time employees be available to work 4 holidays each year. Holiday coverage is based on seniority within the company. Please indicate whether or not you will be able to meet these requirements:

Yes **No**

Please note any additional information regarding your availability that you feel would be helpful in regards to obtaining this position:

Work History

Are you currently employed or perform contractor work for another pet agency? Yes No

If yes, who? _____

Have you ever been employed by another pet agency? Yes No

If yes, who? _____ Dates of employment: _____

Employer # 1 (List most recent employer first)

Company: _____

Supervisor: _____

Phone: _____

Employment start date: _____

Employment end date: _____

What was your position? _____

Reason for leaving? _____

May we call your supervisor? _____

If not, please state why: _____

Employer # 2

Company: _____

Supervisor: _____

Phone: _____

Employment start date: _____

Employment end date: _____

What was your position? _____

Reason for leaving? _____

May we call your supervisor? _____

If not, please state why: _____

Employer # 3

Company: _____

Supervisor: _____

Phone: _____

Employment start date: _____

Employment end date: _____

What was your position? _____

Reason for leaving? _____

May we call your supervisor? _____

If not, please state why: _____

References

Reference # 1

Name: _____

Phone Number: _____

Relationship: _____

Reference # 2

Name: _____

Phone Number: _____

Relationship: _____

Reference # 3

Name: _____

Phone Number: _____

Relationship: _____

How did you hear about our employment opportunities?

Do you know anyone who currently works or has worked at Creature Comforts Pet Resort in the past?

Yes No

If so, who? _____

I verify that the information is accurate and complete to the best of my knowledge. By submitting this application, I authorize Creature Comforts Pet Resort and their agents to conduct an investigation on the information I have provided. I further indicate my awareness that any false statement or failure to disclose requested information on this application may disqualify me from employment or, in the event that I am employed, may result in immediate dismissal.

Printed name: _____

Signature: _____ Date: _____

For the below quiz, please complete ALL questions regardless of the positions that you are applying to.

Interview Questionnaire

KENNEL:

1) A dog eats 4.5 cups of food. You only have a 1/2 cup scoop on hand. How many 1/2 cup scoops make up 4.5 cups of food?

- a. 8 scoops
- b. 7 scoops
- c. 7.5 scoops
- d. 9 scoops

2) You are in charge of conducting potty walks for the day. How do you properly potty walk the dogs in the building?

- a. Hold the dog by the collar and walk them to the door
- b. Open the run door and let the dogs walk to the door next to you off leash
- c. Leash a group of dogs and potty walk them in the yard together to save time
- d. Use the slip leads provided and leash walk each dog individually
- e. Both A & C

3) You need to get a dog out of its room, but he is nervous. How do you safely approach the dog?

- a. Walk right into the room and attempt to leash the dog
- b. Go slow and try to make the dog feel more comfortable with you
- c. Decide that the dog does not need to go out and leave him in the room
- d. Ask a manager or team lead to help you get the dog out of its room
- e. Either B or D

4) A dog gets canned food for one of its meals. What is the correct way to store the can once it is open?

- a. Put the open can back in the bin that is labeled with the dogs belongings
- b. Put the open can in the fridge
- c. Put a can topper on the can, label it with the dog's name, and put it back in the bin that is labeled with the dogs belongings
- d. Put a can topper on the can, label it with the dog's name, and put it in the fridge

5) A dog had a potty accident in his room. What is the proper way to address the potty accident?

- a. Move the dog to a different room and leave the mess for later
- b. Leave the dog in the room and leave the mess for someone else to clean
- c. Tell someone else that the dog had an accident and move on to another task
- d. Clean up the mess and make sure the dog is not dirty

Grooming:

1) You have a dog in the tub and the phone starts ringing. No one else is around to answer the phone. What do you do?

- a. Leave the dog in the tub and go answer the phone
- b. Let the phone ring and don't worry about answering it
- c. Move the dog to a grooming kennel, then answer the phone
- d. Move the dog and hook him to the grooming wall, then answer the phone

2) What is a quick?

- a. A dog's nail
- b. The part of the nail that gets trimmed off
- c. The vein in the center of a dog's nail
- d. Both B & C

3) You are bathing a dog and notice that the dog has fleas. How do you address this issue?

- a. Continue bathing the dog and don't worry about the fleas, the owner is probably already aware
- b. Bathe the dog and just let the owner know that you found fleas
- c. Use a flea shampoo on the dog, properly clean the kennel that the dog was in, and call the owner to let them know that we found fleas, and there will be an upcharge for flea cleanup
- d. Use a flea shampoo on the dog, properly clean the kennel that the dog was in. Don't worry about calling the owner to let them know.

4) What do you do if you are trying to do a nail trim and the dog is being naughty?

- a. Struggle through the nail trim and get them trimmed as good as you can
- b. Stop trimming the nails and tell the owner that we couldn't get the nail trim done
- c. Ask someone to hold the dog for you so you can trim the nails properly
- d. Use a muzzle if needed, use the proper hold techniques, and try to trim the nails properly
- e. Either C or D

5) An owner requested a specific shampoo for the groom, however, we are currently out of that shampoo. What do you do?

- a. Use a different shampoo
- b. Ask a manager or team lead to let you know what shampoo would be a good substitute
- c. Check the dogs history to see if we have used a different shampoo in the past and if the dog has any sensitivities
- d. Don't bathe the dog
- e. Both B & C

Daycare:

- 1) You are in a daycare group and you need to use the restroom. What do you do?
 - a. Leave the group for a couple of minutes to use the bathroom and get right back to your group
 - b. Leave the group so you can go and find someone to take over your group while you go to the bathroom
 - c. Use the walkie talkie and ask someone to come out and take over your group. Since someone should be coming out soon, you can leave the group to go to the bathroom
 - d. Use the walkie talkie and ask someone to come out and take over your group. Wait for someone to come out into the yard, and then you can leave to use the bathroom

- 2) There is a dog that is having a little trouble in daycare, but he is not being aggressive or starting a fight. What do you do?
 - a. Put him away for the day. It isn't worth have a fight break out
 - b. Give the dog time outs during the day, but let him come back into the group after a little while
 - c. Leave the dog in the group and don't do anything. They are just playing and nothing bad will happen
 - d. Split the group into smaller groups that you know will get along better.
 - e. Either B or D

- 3) A dog fight breaks out and you are the only one out in the group. What do you do?
 - a. Let them fight it out. They are dogs and that is how they play
 - b. Use verbal correction, water buckets, whistles, etc. to try and break up the fight. Use the walkie talkie to have someone come out and assist you
 - c. Get in between the dogs and physically try to break them apart
 - d. Run inside to find someone to come out and help you
 - e. Either B or D

- 4) You are loading your daycare group and notice that a dog had a potty accident in its room. What do you do?
 - a. Clean up the mess right when you see it, and then continue to load your group
 - b. Leave the mess. You are loading your group and you don't have time to clean it. Someone else will see it and take care of it.
 - c. Let someone know that you are loading your group and ask them to help you by cleaning up the mess for you
 - d. Either A or C

Front Desk:

1) A phone call comes in for a manager or the owner. What do you do?

- a. Take a message and let them know the person they are looking for will call them back
- b. Find the person who is being requested and ask them if they can take the phone call
- c. If the manager or owner is not available, ask the person on the phone if you can help them, or take a message
- d. Either B or C

2) A client is in the lobby, and they are very upset about a charge that is on their bill. What do you do?

- a. Tell them that you will remove the charge from their bill and make them happy
- b. Find someone else to deal with the client
- c. Explain our policies to them and why the charge is what it is. If they do not calm down, find a manager to help you
- d. Tell the client that the bill is what it is and you can't do anything about it

3) There are multiple clients in the lobby and the phone keeps ringing. What do you do?

- a. Let the phone ring, it will go to voicemail anyway
- b. Take care of the clients by who arrived first, and let the phone keep ringing
- c. Politely let the clients know that you will be right back and quickly find someone who can help with the phone. That way you can take care of the clients in the lobby
- d. Answer the phone in between clients and make the clients in the lobby wait