

Monica Bennett

Mission Viejo, CA 92691

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Authorized to work in the US for any employer

WORK EXPERIENCE

Manager

Dog Ranch Bed and Biscuit - Laguna Beach, CA - October 2011 to March 2016

Manage the resort team in proper execution of task schedules and all related duties in order to provide the proper play times, meals, potty times, and other tasks listed on schedules as it relates to guest care and comfort. Make daily decisions based on time and level of services to provide a great guest experience. Ensure that the team provides the clients and guests with attentive, courteous, and informative service. Shows a personal interest in all pets, and relay pertinent information to the clients regarding the guests stay, behavior, eating and potty habits, health, and overall demeanor during the guest's stay. Effectively schedule team members' tasks to meet the guest's needs, while maintaining efficient labor practices. Properly manage the resort facilities, providing a high level of cleanliness and maintenance, and schedule essential cleaning duties and upkeep of rooms and equipment to maximize the appearance, availability and use of guest accommodations. Train, coach, mentor, develop and discipline team members to guarantee level of knowledge and ability to provide proper services and maintain a safe playgroup environment for our guests - regularly reviewing performance and leading by example. Responsible for cost containment, cash control, loss prevention, supply ordering and proper use and inventory control. Properly support all marketing initiatives, and manage the team members to educate and inform all clients of upcoming promotions and initiatives. Train team on identifying opportunities for suggestive upselling of guest services. Responsible for all software program data input and client retention. Maintains all social media accounts as well as organizes all public events developed to promote the facility and services offered.

Facility Manager

Coastal Kennels - Laguna Beach, CA - July 2001 to October 2011

Job Responsibilities included but not limited to, Initiate and manage successful revenue generating activities. Lead a culture of high morale, teamwork, respect and engagement. Hold regular staff and department meetings to implement successful communication and connectivity. Implement operational methods that result in efficiency and effectiveness. Manage expenses, budgets, local marketing, and reporting. Positively represent the facility in the professional community and to the general public. Supervise the administration and case review of client complaints with the medical director. Manage projects that relate to facility expansion and growth including the addition of new services. Oversee the hiring, reviewing, training, disciplinary action and termination of professional support staff in accordance with our HR policies. Responsible for all client retention and public events to promote the facility and services offered.

Receptionist/Vet assistant

VCA Mission Viejo Animal Hospital/VCA Anabrook Animal Hospital - Laguna Niguel, CA - March 1998 to July 2001

Worked under the direct supervision of the veterinarian or veterinary technicians. Trained to restrain animals for examinations, radiographs, injections or other technical procedures. Was able to modify restraint technique depending upon technical procedure and patient. Basic knowledge of animal behavior. Knowledge of mechanical devices used for restraint (restraint poles, bags and muzzles). Maintained equipment and

supplies. Maintained pharmacy and kennel areas. Responsible for feeding and walking hospitalized patients. Answering telephones. Scheduling appointments. Greeting clients. Filing patient records. Collecting and recording payments. Assisted in maintaining records. Data entry for provided software program.

EDUCATION

Certificate in Natural Health Care for Pets

Penn Foster - Scranton, PA
2016 to 2016

Certificate in Pet CPR and First Aid

Pet Health Academy
2016 to 2016

Certificate in Veterinary Assistant and Animal Care in Veterinary Care

US Career Institute - Fort Collins, CO
2008 to 2008

R.V.T Program in Veterinary

Mt. San Antonio College - Walnut, CA

Real Estate License in Real Estate

Real Estate Educational Services (REES) - Ontario, CA

SKILLS

Customer and Personal Service, Administration and Management, Critical Thinking, Management of Personnel Resources, Sales and Marketing, Judgment and Decision Making, Personnel and Human Resources, Clerical, Complex Problem Solving, Learning Strategies, Troubleshooting, Operation and Control, Education and Training, Multitasking, Detail-Oriented, Avimark Software, Kennel Connection Software, Cornerstone Software, Social Media Marketing, Networking, Fundraising

GROUPS

Zoological society of san diego

January 2007 to Present

National Wildlife Federation

A.S.P.C.A

H.S.U.S

ADDITIONAL INFORMATION

Community Service

Volunteer, Santa Ana Zoo, 2007-Current Volunteer, Pacific Wildlife Project, 2000