

TEAM PROFILE



SARAH

BOOKINGS & SALES
SUPPORT LEADER

FAVOURITE
DOG BREED:

ANY PUP WITH A BIG
PERSONALITY



HOW LONG HAVE YOU WORKED AT R&B'S?

6 years.

WHAT IS YOUR ROLE WITH RAGS & BERT'S?

Bookings & Sales Support Leader (Customer Service).

DESCRIBE A TYPICAL DAY

I look after the customers from the very initial enquiry onwards. My day is hugely varied! I manage all the daycare, boarding and grooming bookings as well as dealing with account queries.

WHAT IS THE BEST PART OF YOUR JOB?

There are lots – I love seeing the postcards that we send to customers when their dogs are boarding. So many happy dogs! I also really enjoy hearing from the owners about how much their dog has grown in confidence.

WHAT IS THE WORST PART OF YOUR JOB?

Telling customers that we're fully booked.

WHY DO YOU LIKE WORKING AT R&B'S?

Because every team member truly wants all our dogs to have the best possible experience, and they make sure that happens.

WHAT DO YOU DO WHEN YOU ARE NOT AT WORK?

Singing, and swimming in open water. Occasionally at the same time!

WHAT IS YOUR FAVOURITE FOOD?

Thai.

WHAT IS YOUR BIGGEST ACHIEVEMENT?

My daughter, she makes me very proud.

WHAT 3 THINGS WOULD YOU TAKE TO A DESERT ISLAND?

A snorkel, a spear and my glasses.

WHAT IS YOUR FAVOURITE BREED OF DOG?

I don't have a favourite breed, but I do like ones with big personalities