



■ Pet health and wellness slide:

- Banfield Pet Hospital. (n.d.). Banfield Pet Hospital: Veterinary Health Clinic | PetSmart. Banfield Hospital. Retrieved February 1, 2022, from <https://www.petsmart.com/pet-services/banfield/>
- PetSmart. (n.d.). Grooming Salon. Retrieved February 1, 2022, from <https://services.petsmart.com/grooming>

■ Pet Training Center I, II, and III:

- PetSmart. (n.d.-c). Which Training Class is Right for My Dog? Retrieved February 1, 2022, from <https://services.petsmart.com/content/learn-more-pet-training?origin=DogTrainingPage&type=LearnMore&desc=LearnMore>



○ Customer Service

- My question: “what type of dog food would you recommend/offer for Labrador Retrievers?”
 - Level

- Level of quality was very good as the cashier told me some detailed recommendations for Labradors and how they need high protein foods etc.
- Quality
 - The cashier was thorough and detailed on what type of foods would best suit a labrador retriever and it was clear that the cashier was well versed in dog food offerings.
- Standard of Service
 - The standard for a petstore was great when I asked the question but the biggest downside for me was that there were no associates walking around so I had to wait in line to ask the question to the cashier.
- Rating out of 10
 - 6/10

Sams club (pictures):



