

March 19, 2004

Bryan Animal Hospital
102 Burrs Rd
Westampton, NJ 08060

Dear Bryan Animal Hospital,

SUBJECT: THE DOG TRAINING COMPANY

My wife and I want to thank you for recommending The Dog Training Company. When we adopted Mickey a year and a half ago we had visions of a happy dog that would be easy to train. This could not have been farther from the truth. Early on he showed signs of being hyper. This alone did not concern us, but when we couldn't get his attention we knew we had a problem. To make matters worst, he also began showing signs of dominant behavior. He became famous for the "nip and run." This is when we realized that we needed help.

Your office suggested two different programs. When we asked what the differences were between the programs you told us that one was really good, but expensive. We were told that the other was more affordable but not as good. We, like most people, only saw the dollar figures and went with the cheaper program (Brandy Lane). I will not say anything bad about Brandy Lane. Their trainers were very friendly and truly cared about helping us train Mickey. Unfortunately, he did not respond to their methods. Mickey did learn some commands, but would only perform the command if we bribed him with a treat.

Somehow Mickey did manage to graduate from Brandy Lane's Puppy Program but we knew Mickey needed more training. We considered The Dog Training Company again, but decided to try Pet Smarts program. This was a complete waste of time and money. Not only did we have a different trainer every week, but the atmosphere was not conducive to dog training. Mickey did not learn anything from this program. This is when we knew we had a serious problem. Mickey had "3 paws" out the door and we didn't know what to do. We finally called The Dog Training Company.

When I explained what we were experiencing to Susan, she immediately told us that she could help. We arranged for Mickey to attend their 10-day program back in September 2003. All that we can say is that the results were amazing. He finally learned to respond to our commands and it only took 10 days. Seven months after completing the program, Mickey is a cherished member of our home. His dominant behavior is gone, we no longer get nipped, and he actually responds to our commands.

Again, we just want to thank you for your recommendation. Without The Dog Training Company we would have missed out on a truly wonderful experience of owning Mickey.

Sincerely,

Chris and Kelly Thomas