

March 8, 2001

Dear Doctors, Technicians and Staff of the Cherry Hill Animal Hospital:

We wanted to let you know about our recent experience with The Dog Training Company. We found The Dog Training Company in the "new puppy packet" we received from Dr. Froberg when we brought our new puppy, Bluey, to you for her first check up.

Bluey is a wonderful puppy but had a number of unusual housebreaking issues. While a number of people simply dismissed this as "the result you get when you buy a pet store puppy", Susan and Ron patiently and kindly worked with us and with Bluey to correct these problems. Ron came to our home and gave us instruction on how to properly housebreak a new puppy and Susan made herself available for our numerous phone calls and questions. When it was clear that despite all our efforts we were not making any progress and we had reached our frustration level, we enrolled Bluey in The Dog Training Company's residency housebreaking program.

In the 10 days of the program, Susan was able to correct Bluey's main problem and get Bluey on a bathroom, feeding and play schedule that is humane for her and works for us. Susan communicated with us every step of the way, asked us numerous questions to make sure she was considering all possibilities, suggested a change in diet and eating patterns and took the time to slowly work with Bluey. When it was time for Bluey to come home, Susan explained to us Bluey's schedule and provided instruction on how to keep Bluey on her successful path over the next few weeks. She has also continued to make herself available for support.

Bluey is now on a regular schedule and we are enjoying Bluey so much! She is playful, sweet and a great puppy! We can't recommend Susan and Ron strongly enough! They love dogs and we are convinced that it was Susan's patience, knowledge, and creativity that led to Bluey's success. It is clear that Bluey was cared about and cared for while she was in their program.

Please continue to enclose the brochure for The Dog Training Company in your new puppy packets and recommend them to owners of your pet clients who may need help in housebreaking or other behavioral issues. Susan and Ron also offer periodically a free puppy parenting seminar that we highly recommend. We plan on enrolling Bluey in The Dog Training Company's obedience training program when the time is right.

Sincerely,

Madeline Laura
Madeline and Laura

Cc: The Dog Training Company