



# THE DOG GUIDE

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## Interview with PhilaPets Pet Care

DogGuide.Net - by Daniel Stein

### **How do you deal with aggressive dogs in your line of work?**

One of the reasons that we meet the client and their dog before starting services is not only to make sure that the clients feel good about our sitters, but also to make sure that we feel comfortable with their pets. As I said earlier, if there are any concerns about not having full control over a client's dog, we try to work with that client and dog, or refer that client to a dog behaviorist.

### **Besides the obvious cats and dogs, what other animals will PhilaPets care for?**

The breakdown is about 40% dogs, 55% cats, and 5% others. Most of the "others" are birds, fish, rabbits, or rodents. We have a millipede and a tarantula, too!

### **If someone runs into an emergency, how quickly can PhilaPets be called and care set up for their animals? Are you used to having to do things at the last minute?**

We try to help our clients out as often as possible in case of an emergency. Potential clients are better off getting set up with a pet sitting company earlier rather than later. Since one of our requirements before taking care of a pet is meeting the pet and client beforehand, last minute emergencies can be a problem. If we have the orientation visit taken care of in advance, then we are much more likely to be able to help out in a last minute or emergency situation.

I wouldn't say that we are used to last minute requests, but we can help out in most cases. The limiting factor in most cases is just making sure that we have enough sets of keys in order to access the client's homes. If we can't get in, we can't help.

### **Do you have any stories that stand out about your time running PhilaPets?**

We have several accomplishments. We won the prestigious Philadelphia Magazine, Best of Philly Award the first year in business. We had a really nice write up in Philadelphia Business Journal. It's been quite a journey just seeing it grow throughout the past four years while maintaining the highest level of quality that we are proud of. Taking care of people's pets is seriously one of the best jobs ever!

### **Do you have any favorite clients or stories? Can you tell the readers about them?**

We have one client with an African Grey parrot who meows exactly like her feline housemate and eats better than I do! We have another client who stocks the fridge with snacks for us and encourages us to turn on the TiVo and have their cat lovingly lay in our lap. That is a pretty great job! We have had several clients thank us immensely for being there when they have missed their flight or when there was a death in the family. It's always nice to be able to go that extra mile to ease our clients' fear about leaving their pet behind.

*A major thanks to Deirdre and Zeth Weissman of PhilaPets for the great interview!*

**About the interviewees:** Deirdre and Zeth Weissman have owned and operated PhilaPets.com, LLC since it began in January 2004. Deirdre started the company and Zeth took over the daily operations once she began veterinary school at The University of Pennsylvania School of Veterinary Medicine in September 2004. They both continue to grow and manage the company together. Zeth is a freelance Web developer in his not-so-spare time and Deirdre is now a fourth year student and almost a veterinarian. Deirdre and Zeth share their household with Ginger "The Medical Wonderdog" and their mischeivous cats Coda and Joey.