



DOG PRODUCT QUIZ

Part 1

1. What are interactive dog toys? How should the customer give these to the dog?
Do we have a guarantee with these toys?
2. What are three types of chew toys for puppies?
3. What are three examples of durable dog toys? If a customer has a dog that tends to destroy everything, what do you tell them?
4. What are the advantages of Edible dog bones? Of rope bones?
5. What is the best chew repellent we sell? Explain how to use it and what to use it on.
6. Explain how to crate train a puppy. What are the advantages of crate training?
7. Is rawhide good or bad for dogs? Explain how it should be given and what customers should watch out for.
8. When do you recommend prong collars? What is an alternative?
9. How do you measure a dog for a harness? When should the dog wear the harness?
10. Explain the difference between the types of dog nail clippers we sell.

Additional Question # 11

Additional Question # 12



DOG PRODUCT ANSWERS

Part 1

1. Interactive dog toys are those toys, such as plush or stuffed ones, that a customer should watch their dog play with. Most interactive toys are given to the dog for short 5-minute intervals. We do not guarantee these toys and you should always explain to the customer that they are not meant for chewing. Examples we sell are _____, _____, or _____.
2. Edible bones, rope bones, rubber, and tennis ball toys are good toys for puppies.
3. Our durable toys are _____, _____, and _____. If the customer's dog destroys everything you should always explain that no toy is indestructible but these are known to be the most durable.
4. Edible bones are 100% man made bones that are as tough as rawhide but easier to digest and safer to chew, and come in many flavors including breath-freshening ones. These are great for teething puppies. Of this type we carry _____, and _____.

Rope bones are made of completely natural and safe cotton, and dogs like the way the rope gives when they chew it (another good puppy recommendation). Rope bones help keep the teeth cleaner, acting almost like a floss.

5. For chew repellents we recommend _____ and _____. Some (not all) can be used on the animal or the customer's hands to stop biting. People with sensitive skin might not want to use these products.
6. Crate training a puppy is the best way to housebreak and train any puppy. Canines do not like to defecate or urinate in the place where they sleep. Therefore, with some precautions, keeping a puppy in a crate during the

day and at night are good for both the owner and the puppy. Puppies take naturally to crates as wild dogs do to their dens. A crate therefore becomes the puppy's den, a place of security, and the owner should not think of it as a "cage".

Tell owners to place the crate away from any noisy places in the house. It should be just big enough for the puppy to turn around and lie down. If it is a fast growing breed, tell the owner to buy a larger crate and then put in a barrier at first to make it smaller, or else the puppy will go to the bathroom at one end and sleep on the other, thus ruining the training.

Here is a possible crate-training schedule. Be sure the puppy has a chance to go out 20-30 minutes after it eats and drinks in the morning before it goes in the crate. A young puppy 8-10 weeks old can only hold on for 3-4 hours or so before it must go to the bathroom. So someone must let him out at mid-day. As the puppy gets older, more time can pass before the puppy needs to be let out. At night, the puppy again should be let out before it goes to bed (and it should eat 2-3 hours before this time.).

They will usually do fine for the 8 hours or so overnight in the crate, but tell the customer to let them out first thing in the morning. Note that owners should not play with the puppy until it goes to the bathroom and to give them plenty of time to go. When a puppy does go outside, it should receive lots of praise and affection for going outside, and a small treat may be given as well in the beginning.

The crate should have a warm, comfy crate pad covering the bottom and a good chew toy or two. Most dogs sleep in the middle of the day and at night, and stay awake in the earlier morning and later afternoon hours. This is normal, and puppies sleep even more. They should always be treated well in the crate. At first, owners should put a very small treat in the crate so the puppy will think it is a great place to go. Don't force them into it. And don't leave them in it when the owner is home. The puppy needs to socialize with people. It will want to come out and will think it is being punished if it can see people but can't be with them because it is locked in the crate.

Once the puppy knows the crate as its den, it will love that place and happily go inside any time the owner goes out. When crate training it is important to remember the following:

- a) No food or water in the crate (because the puppy is not active, so it's not necessary).
- b) The younger you start the better; older puppies not crate-trained have difficult time accepting confinement and may even break the cage.
- c) Never send a puppy to its home as a punishment as that will defeat the purpose of crate training.
- d) Always remove the collar before putting the puppy in the crate otherwise it could get stuck on a part of the cage and choke itself.

7. Rawhide is neither good nor bad, and every dog will react differently to it. Concerns are that if a dog eats too much or swallows too big a piece, it can get lodged in his throat or digestive system. Follow these guidelines for giving a dog rawhide:

- a) Give in moderation: If a dog devours a rawhide bone in one sitting, it's not recommended to give that dog rawhide as it may ingest pieces too big. Pressed rawhide could be used with some dogs as it is already broken up so there is no danger that a dog who devours a pressed rawhide bone will eat too big a piece.
- b) Start slowly: Some dogs chew rawhide too quickly and swallow large pieces that can make them choke. As with any chew or toy, customers should experiment with their dog to gauge how their dog does with each type of chew or toy.
- c) Give the right size: Don't give a small bone to a large dog.
- d) Puppies: some people feel that puppies shouldn't be given rawhide. Solid rawhide ships or knot bones are better and less likely to cause a problem. As with any dog, it is the owner's responsibility to monitor their dog's behavior.

8. Prong (metal) collars are usually not recommended unless a dog is very powerful. It is better to use a training collar which is like a choke chain but safer for the spinal cord. An alternative would be the no-pull type harness.

These can achieve the same results. Of course it is best to encourage the dog not to pull at all by using the command “heel”. To do this, customers should tightly hold a very small treat, such as freeze dried liver, in front of the nose the dog’s nose and say the word heel as they walk. They can give the dog the treat after walking for a few moments to start with, and then go longer and longer as the dog gets the idea. They should not give the treat if the dog is pulling the whole time; they want to reward for heeling properly.

9. You measure a dog for a harness by measuring the chest diameter right behind the front legs and then add two inches for the size. You should use a harness only when walking the dog. If a harness is left on a dog and it is not monitored, the dog may chew it off.
10. Generally two types of nail clippers are available, the guillotine and the scissors type. The guillotine type pushes a round blade through the nail on one side, and scissors type cuts the nail on two sides. A dog's nails are round, not flat; therefore these tools are necessary for any dog owner. As bleeding is a possible outcome of clipping an animal's nails, recommend to the customer a blood stopper product because it is hard to get nails to stop bleeding without one.

Show the customer how much to take off so they hopefully won't cut off too much and hit the quick (the blood vessel) in the nail and cause pain and bleeding. If the nail is very long, tell them to take off a little bit, wait 2 weeks or so, and do more. The quick will pull back up the nail as it is clipped over time so more and more can be taken off.

Answer to additional Q. # 11

Answer to additional Q. # 12