

February, 2008 – Client Interviews

Welcome to our Newsletter for February, 2008. In an effort to share verbatim client feedback we changed the format of this month's newsletter. We hope you gain some insight to understand what genuinely occurs from the moment you choose Sit N Stay Dog Academy. Our interviewees are: **Frank Sunderman, Lori Springer, Simone Morales, Steve Garrett, Nancy Horbert and Pat Durbin**

When did you bring your dog to SNS and what influenced your decision to choose SNS?

Frank S: (Teagan & Karma) My girlfriend interviewed Clarke and decided to come to SNS.

Lori S: (Oliver) I brought my dog to SNS in May, 2006. I brought my dog to SNS because I had previously tried Barkbusters in-home training and it failed; they had me barking at my dog and all sorts of crazy stuff. Oliver was not paying attention, he was still biting and nipping like a puppy and he was destroying things. I did not bring Oliver to SNS initially because I did not want to leave him; I had waited 2 months to get him and I did not want to have to leave him after I got him but because the previous training did not work I decided to take a chance and leave him for training at SNS.

Simone M: (Tiny Tim) We had a dog prior to Tiny Tim named Dylan who displayed signs of aggression. We were at our wits end with Dylan; we did not know what to do. Our vet recommended we try our last stop here at SNS. We met with Clarke; it took us 30 minutes to decide that we wanted to try SNS. We left Dylan at SNS for 5 weeks. When Dylan returned home, he showed tremendous strides in sitting and staying; his attitude was completely different (for the better). Unfortunately we found out (within 3 months) that he had a brain tumor and we had to put him down. We stayed in close touch with SNS. Shortly thereafter, Clarke's daughter, Shallingda found an orphaned / abandoned puppy. We decided to take him and train him at SNS. We named him Tiny Tim. We took him to every class, we worked with him consistently and he has become a fantastic dog.

Steve G: (Holly) This past spring (2007), A friend and I had issues with our dogs and decided to take our dogs for training. We went to a training facility located near our respective homes in Odessa Florida. Clarke Inghram took over this facility (Me and My Dog Training School) the day after we signed up for the training. Clarke tried to demonstrate leash technique on Holly, and she almost took his arm off. After the group class Clarke sat my wife and me down and told us the classes alone were not going to do any good. Clarke suggested we allow him to take Holly to his SNS facility.

Nancy H: (Snickers) I brought my dog to SNS in May, 2007 because I tried other trainers and nothing I was taught by the previous trainers made me feel confident enough to handle my dog.

Pat D: (Sadie) I was so impressed when I came for my initial interview and saw what Clarke did with the dogs.

Describe your initial experience at home when you took your dog home after graduation.

Frank S: I've had dogs all my life. The results after Teagan came home were way better than expected. Teagan sits, comes when called and is very attentive. Dogs I've owned previously were just pets but Teagan feels like a member of the family, if you want to go to another room she wants to follow you, she hangs out with us and participates.

Lori S: It was an eye-opening experience for me. I noticed a huge positive change in Oliver's behavior. I thought that my training would be so easy but it did not come to me as easy as I thought. I realized I would have to put in the time and effort to continue to train him. I really thought oh, I'll drop him off for a couple of weeks, he'll be trained, I'll just have to do a couple of things and everything will be fine.

Simone M: We were nervous, we wanted to do everything right. We committed to each other that we would follow all the rules set forth by SNS. We practiced what we learned, sit, stay, heel, recall, whenever we went on walks or were at home or in class.

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Steve G: Our dog was much more attentive to my wife and me; she did more of what we wanted her to do (she was more composed and obedient). She loves other dogs. She still has some issues that we are working on. She is still suspicious of strangers. Slowly but surely we are learning how to help her.

Nancy H: Snickers did not stay at SNS Academy, He has always been home with me.

Pat D: My dog was much more attentive. Sadie use to be so hyper but after training at SNS she was calm.

What helped you through any rough patches in your training?

Frank S: We had a few rough patches for example sitting at the front door before we exited the house. Clarke's trainers, James, Vanessa and Brianne, worked with us & gave us pointers on how to correct and resolve this issue. We always feel comfortable because the staff is so supportive and we always know whatever issues come up, we can always get refresher training or whatever we need to support us.

Lori S: Coming to class and having an open communication with Clarke. Whenever I had a question he would always be there to answer it.

Simone M: We (my fiancé Drew and I) made a commitment that we were it this together so we were able to help each other out. We are each other's worst critics but at the same time we encouraged each other and helped each other. We made a commitment to our dog to get ourselves out, go for a walk and go to class. Our dog is composed and content since we made the commitment to train him.

Steve G: What helped is the point that I take away from Clarke time and time again; this is not rocket science, it's just the relentless repetition of the basics. Even though we had tough times we always go back to the basics, that's what got us through the tough times.

Nancy H: The confidence that Clarke has given me to know that I can now handle my dog.

Pat D: Calling Vanessa and asking her to help us , it worked.

What experience / advice can you share with others who are training their dogs?

Frank S: I would have to say, come to the classes because you can actually see the people who work their dogs & see the improvement every week; their dogs are much better behaved. The people who come infrequently to class seem to have a harder time.

Lori S: The most important thing Clarke taught me was to teach my dog to sit and stay. Once I taught my dog to sit and stay, that opened up and made every other avenue of training easier.

Simone M: The most important thing I can say for anyone who brings their dogs to SNS is that training truly comes with the classes. Yes, you can bring your dog here to get a solid foundation. Your dog learns the basics but you, the human actually have to take these skills and apply them in order for you and your dog to continue grow and develop your relationship. The classes are what makes the difference between a good dog and an excellent dog.

Steve G: Be very faithful and come to class at least once a week. Follow the man's advice; he has 40 years of experience. It's what Clarke teaches and what he preaches to everyone who comes to class. It works. My dog is 180 degrees from the way she use to be. There is no finish line either.

Nancy H: Listen to Clarke, he definitely knows what he is talking about. I've gone to 3 other trainers and nobody has given me the confidence to handle my dog. If I do what he tells me to do, it works.

Pat D: Don't give up!

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Is there anything else you would like to share with fellow dog owners about your experience?

Frank S: Don't feel you have to do it all yourself, that's what Clarke and the training staff are here for.

Lori S: I love Sit N Stay. I would recommend Sit N Stay to every single person who has a dog period. I truly believe it is the owner's responsibility to learn how to care for their dog. I don't think enough people know that dogs require guidance. You can't just take a dog home and plug him in and think they will know not to go to the bathroom in your home and not to chew on your carpet or your shoes. You have to talk their language and show them you are the leader of the pack. They don't want to be the leader of the pack because it causes them stress and they won't have composure. They need your guidance. It is your responsibility as a dog owner to be the best dog owner (pack leader) you can be. Dogs give you so much unconditional love, if being the pack leader is what you can give back to them, it's monumental.

Simone M: We have been extremely happy with everything that has been given to us by SNS. The staff is absolutely wonderful, very friendly, outgoing and professional. Every time we come to class we always learn something different so we really look forward to the classes.

Steve G: The night Clarke sat us down after my dog tried to attack him I can tell you that my body language was saying to Clarke, I don't believe a word of this. I don't think you can change my dog. I've also been in business for 30 years I've heard a lot of people with their talk and their guarantees and I was definitely not buying it. Well, now I can tell you that I'm a convert.

Nancy H: Clarke's help has made me enjoy my dog so much more. I could not even walk my dog before Clarke's training. I have the confidence that I can handle Snickers in any situation. Now we have so much fun together.

Pat D: I highly recommend this training. It takes a lot of time and effort but it's worth it.