

## Client Spotlight - Raven Woods Pet Services!

# Raven Woods PET SERVICES

Today's **Client Spotlight** is shining very brightly on Markianna Jones and **WalkTime (formerly known as Raven Woods Pet Services)**! Based in the beautiful community of Raven Woods in North Vancouver, BC---Markianna and her team provide very professional dog walking and pet sitting services at competitive prices. The Raven Woods Pledge includes professional care, a commitment to the utmost level of respect, open communication and placing the pets in their care first. Check out the Raven Woods Pet Services website [here](#) and be sure to like them on [Facebook](#) and follow them on [Instagram](#)!

### What caused you to get into pet sitting/dog walking?

After leaving my career path as a pilot in commercial aviation, I knew I wanted to start my own business. I moved to a beautiful community surrounded by forests and trails and I noticed the streets were overflowing with dogs. After a bit of digging around, I couldn't find anyone offering a good dog walking service to my area. It was simply a matter of seeing an opportunity to start a business with a low barrier to entry. I have always loved animals, so it was a good fit for my first business.



### What is the most fulfilling part of owning a pet sitting/dog walking business?

Watching my business grow in reputation, size, and revenue.



### What is the most challenging?

The most challenging aspect for me, is running the business while often having to work in the business. As I approach my 1 year anniversary of officially starting my company, I have 3 contractors helping me but am still doing a great deal of walks. I trained myself how to do everything, with the exception of an alliance with a Master Trainer. Developing processes for hiring staff, finding new clients, and managing daily operations has helped a great deal, but managing my time and energy to do all those things---while pushing for rapid growth---has been the hardest part!

### Where do you see your business in 5 years?

In 5 years, I see my business in 5 new locations.



### What has Time To Pet changed the most about how you run your business?

Time To Pet never changed how I run my business, because I knew from the moment I decided to start it that I needed the best booking system on the market. I limped along using my phone calendar until I was ready to stop researching systems, and pulled the trigger with TTP. TTP has given my small, young company a professional and trustworthy appeal. Thanks to it's superior host of features, we've never missed a visit, our clients are very happy, and I can communicate effectively with my team and my clients wherever I am using my phone. The massive amount of features and settings is balanced perfectly with an easy to use, easy to learn user interface. I've never had to train a staff member how to use the system, and I rarely need to sit down with a client and show them how to use the client app. This is a huge relief to both me and my clients. "Your app is amazing" is a common message I receive from new clients! Their delight lets me know I made the right decision. Best of all, you just can't beat the price! Time To Pet is the cornerstone of my entire operation.