

# BOOKED SOLID

## Be the Pet Sitter Homeowners Trust, Book & Refer

### A Comprehensive Workbook

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## Welcome to Your Booked Solid Journey

This workbook is designed to accompany the "Booked Solid" mini-course and help you implement everything you're learning. Each section includes:

* Summary of key concepts
* Actionable worksheets
* Templates you can customize
* Reflection prompts to deepen your learning

Remember: Success as a pet sitter isn't just about loving animals. It's about creating confidence and trust with homeowners who are entrusting their beloved pets and homes to your care.

Let's begin!

## SECTION 1: YOUR APPLICATION GAME

### Be the Easiest 'YES'

#### CONCEPT REVIEW

The application process is your first opportunity to demonstrate your professionalism and create a connection. An effective application:

1. **Personalizes properly** - Uses pet names, references listing details, and shows you've truly read their needs
2. **Mirrors their tone** - Adapts to whether they're casual or formal in communication style
3. **Uses calm, confident language** - Demonstrates assurance rather than neediness
4. **Offers gentle reassurance** - Addresses any concerns about experience with honesty and confidence

#### WORKSHEET: APPLICATION ANALYSIS

Think about your last application (or one you're planning to send):

How did you/will you personalize it beyond using basic details?

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What specific details about the pet or home will you mention?

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How would you describe the homeowner's tone from their listing?

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How will you match that tone in your response?

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#### TEMPLATE: YOUR APPLICATION FRAMEWORK

Use this framework to craft a compelling application:

**Opening Greeting:**

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**Personal Connection:** (Show you've read their details)

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**Your Relevant Experience:** (Briefly highlight what matters for THIS sit)

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**Demonstrate Understanding:** (Show you understand THIS pet's needs)

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**Calm Confidence Statement:** (Not "I hope" but "I would be delighted to...")

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**Closing & Next Steps:** (Make it easy to move forward)

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#### BEFORE/AFTER EXERCISE

Take a sentence from a previous application and rewrite it using what you've learned:

**Original sentence:**

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**Rewritten with "trust language":**

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**What specifically did you change and why?**

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#### REFLECTION

What pattern do you notice in your applications that could be improved with these techniques?

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## SECTION 2: YOUR TRUST FACTOR

### Make Homeowners Feel Safe

#### CONCEPT REVIEW

Building trust is essential for successful pet sitting. Key elements include:

1. **Demonstrating reliability** - Mentioning routines, showing you think ahead
2. **Using calming language** - Focusing on homeowner reassurance, not your excitement
3. **Sharing micro-stories of responsibility** - Brief examples that show your approach

#### WORKSHEET: TRUST LANGUAGE TRANSLATION

Practice converting everyday phrases into trust-building language:

**Standard phrase:** "I'd love to explore your neighborhood while pet sitting."
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**Standard phrase:** "I hope you'll consider me for your sit."
 **Trust language version:**

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**Standard phrase:** "I can't wait to meet your dog!"
 **Trust language version:**

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#### YOUR TRUST MICRO-STORY

Draft a brief, one-paragraph story that demonstrates your responsibility (remember: not a brag, just a quiet "this is how I operate"):

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#### TRUST CHECKLIST

What elements can you include in your communications to show reliability? Check those you'll implement:

* [ ] Mention your process for confirming dates and details
* [ ] Explain your emergency preparation approach
* [ ] Describe your regular check-in protocol during sits
* [ ] Outline your arrival and departure routine
* [ ] Share your approach to following pet routines
* [ ] Discuss your home cleanliness standards

Add your own:

* [ ] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* [ ] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

#### REFLECTION

What concerns might homeowners have that you haven't been addressing directly in your communications?

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How can you proactively address these concerns?

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## SECTION 3: YOUR PROFESSIONAL EDGE

### What Sets You Apart?

#### CONCEPT REVIEW

Professionalism is demonstrated through:

1. **Having systems** - Confirmation processes, check-ins, and clear communication
2. **Thinking ahead** - Asking thoughtful questions about emergencies and special needs
3. **Maintaining home energy** - Preserving the feeling and rhythm of their space

#### YOUR PROFESSIONAL SYSTEMS CHECKLIST

Create your own professional process checklist that you'll use for every sit:

**Before the Sit:**

* [ ] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
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**During the Meet & Greet:**

* [ ] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
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**Upon Arrival for the Sit:**

* [ ] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
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**During the Sit:**

* [ ] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
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**Before Departure:**

* [ ] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
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#### THOUGHTFUL QUESTIONS BANK

Develop a list of thoughtful questions that demonstrate you think ahead (customize for each sit):

**For the Pet's Care:**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For Home Maintenance:**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For Emergencies:**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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#### HOME ENERGY ASSESSMENT

For your next sit, how will you maintain the home's energy and feeling?

**Physical space considerations:**

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**Daily rhythms to maintain:**

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**Special touches for homeowner's return:**

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#### YOUR PROFESSIONAL EDGE STATEMENT

Create a brief statement that defines your professional approach to pet sitting. What truly sets you apart?

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#### REFLECTION

How has your approach to pet sitting evolved after completing this mini-course?

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What one change will make the biggest difference in how homeowners perceive your professionalism?

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## NEXT STEPS & RESOURCES

### Application Template Library

Below are three complete application templates for different scenarios. Use these as inspiration and customize them for your unique sitting opportunities:

**1. For First-Time Pet Sitting Application:**

Hello [Pet Owner's Name],

I was delighted to come across your listing for [Pet's Name] in [Location]. I noticed that [Pet's Name] [specific detail from listing, e.g., "loves long walks in the park" or "needs medication twice daily"], which is something I'm very comfortable handling.

While I'm newer to formal house sitting, I have extensive experience caring for [types of pets] through [related experience, e.g., "volunteering at animal shelters" or "caring for family/friends' pets"]. I understand how important it is to feel at ease while you're away, and I'd approach caring for [Pet's Name] with the same dedication and attention to detail I'd want for my own pet.

I'm organized, reliable, and believe in maintaining your home exactly as you keep it. I'd be delighted to schedule a video chat to meet you and [Pet's Name] and discuss your needs in more detail.

Looking forward to potentially being your trusted sitter,
[Your Name]

**2. For Experienced Sitter Application:**

Hello [Pet Owner's Name],

I hope this message finds you well. I was drawn to your listing for [Pet's Name] in [Location] because [specific reason, e.g., "I have experience with senior cats with special needs" or "I love the [neighborhood] area and would cherish daily walks with your pup"].

I noticed that [Pet's Name] [specific detail from listing], which reminds me of a [type of pet] I recently cared for who [brief relevant anecdote]. Having completed [number] sits through [platform name], I understand the importance of following established routines and keeping open communication throughout my stay.

I'm particularly thoughtful about [relevant skill, e.g., "administering medications precisely on schedule" or "maintaining calm environments for anxious pets"]. My goal is always to provide the peace of mind that comes from knowing your home and pet are in capable, caring hands.

I'd be delighted to care for [Pet's Name] and maintain your home with the same respect and attention you've established. I'm available to meet via video chat or in person at your convenience.

Warm regards,
[Your Name]

**3. For Repeat/Referral Application:**

Hello [Pet Owner's Name],

I hope you're doing well! [If referred: I was thrilled when [Referrer's Name] suggested I reach out about your upcoming need for a pet sitter.]

[If repeat: It was such a pleasure caring for [Pet's Name] last time, and I'd be honored to be your sitter again.]

I recall that [Pet's Name] [specific detail about the pet], and I've been thinking about [related positive observation]. Since our last sit/Since speaking with [Referrer], I've gained additional experience with [relevant new skill or experience].

As always, my commitment is to maintain your home exactly as you keep it and to follow [Pet's Name]'s routine precisely. I believe this consistency is what helps pets feel secure while their owners are away.

I'm available on the dates you've listed and would be delighted to [for repeat: "care for [Pet's Name] again"/for referral: "meet you and [Pet's Name]"] to discuss the details further.

Warm regards,
[Your Name]

### Professional Communication Templates

**Check-in Message Template (During Sit):**

Hello [Pet Owner's Name],

I hope you're enjoying your [trip/vacation/time away]! Just sending a quick update:

[Pet's Name] is doing great and [specific positive observation about the pet, e.g., "loving our afternoon walks" or "has been very playful today"]. We've been keeping to the routine you outlined, and everything is going smoothly.

The house is in perfect order. [Optional: mention any completed tasks, e.g., "I've watered the plants as discussed."]

I've attached a photo of [Pet's Name] [describe what pet is doing in photo] that I thought you'd enjoy.

Please don't hesitate to reach out if you have any questions or if there's anything specific you'd like me to do.

Enjoy the rest of your time away!
[Your Name]

**End-of-Sit Summary Template:**

Hello [Pet Owner's Name],

I wanted to let you know that everything is ready for your return tomorrow. [Pet's Name] has been wonderful company, and we've enjoyed [specific activity you did with the pet].

As promised, I've [list completed tasks, e.g., "changed the sheets," "taken out the trash," "watered all plants"]. The house is clean and tidy, just as you left it.

Some highlights from our time together:
• [Pet's Name] particularly enjoyed [observation about pet]
• We established a nice routine of [brief description]
• [Any other positive note about the stay]

I've left [any items you purchased/replaced] in the [location], and [any other final details].

It's been a genuine pleasure caring for [Pet's Name] and your lovely home. I hope you had a wonderful trip, and I'd be delighted to sit for you again in the future.

Safe travels home!
[Your Name]

### Professional Edge Checklist Template

Use this customizable template to create your own comprehensive sit checklist:

**BEFORE THE SIT:**

* [ ] Confirm dates and times in writing
* [ ] Send a confirmation message 48 hours before arrival
* [ ] Prepare any supplies I need to bring
* [ ] Review all pet care instructions
* [ ] Plan route to arrive on time
* [ ] [Customize:] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**UPON ARRIVAL:**

* [ ] Tour the home and note any existing conditions
* [ ] Review pet routines and schedules
* [ ] Locate emergency contacts and vet information
* [ ] Test house keys/alarm systems
* [ ] Confirm pet food locations and amounts
* [ ] Understand waste disposal and recycling systems
* [ ] Clarify plant care or other home maintenance needs
* [ ] [Customize:] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DAILY DURING THE SIT:**

* [ ] Follow pet feeding and medication schedules precisely
* [ ] Maintain pet exercise routines
* [ ] Clean up promptly after pets
* [ ] Keep kitchen and living areas tidy
* [ ] Check in with homeowner (frequency as agreed)
* [ ] Monitor pet behavior for any changes
* [ ] [Customize:] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**BEFORE DEPARTURE:**

* [ ] Clean all areas used
* [ ] Wash and put away all dishes
* [ ] Strip bed linens if requested
* [ ] Take out trash and recycling
* [ ] Return items to their original locations
* [ ] Leave a brief thank you note
* [ ] Send departure confirmation message
* [ ] [Customize:] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**AFTER THE SIT:**

* [ ] Send a follow-up thank you
* [ ] Request a review (where applicable)
* [ ] Note any special preferences for future sits
* [ ] [Customize:] **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## FINAL THOUGHTS

Remember, the most successful pet sitters aren't just those who love animals — they're the ones who give homeowners the confidence to relax and enjoy their time away.

By implementing the strategies in this workbook, you're well on your way to being the sitter that homeowners trust, book, and refer again and again.

Continue your journey with the Sit Stay Explore community and access additional resources at [www.sitstayexplore.com/bookedsolid](http://www.sitstayexplore.com/bookedsolid).

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