

Helpful Hints for Receptionists (Volunteers & Staff)

Tiny Lions General Information

Café Hours: Tuesday-Saturday from 12-7pm and Sunday from 12-5pm. Closed Monday.

Directions: Near the South East corner of Zeeb and Jackson Rd.

Address: 5245 Jackson Road, Ann Arbor MI 48103

Website: tinylions.org. Reservations can be made online at tinylions.org

Main Shelter Information:

- Adoptions - (734) 662-5585
- Intake - (734) 661-3528
- Address - 3100 Cherry Hill Road, Ann Arbor MI 48105

Using the Phone

Answering: "Thank you for calling Tiny Lions, can you please hold? (Then, put the call on hold)"

Put on Hold: Press the HOLD button if a staff member is needed or you have questions about the caller's request.

Questions About Cats (while someone is at the café-please do not answer questions over the phone-place on hold and get a staff member.

- If asking very specific questions about a cat - health, behavior, history, etc.: **Get staff member.**
- If asking about adoption process for a specific cat: You can inform them whether the cat already has a hold. If not, let interested customer know they must:
 - Meet the cat before placing a hold. Adoptions are "first come, first served."
 - Pay the entrance fee. If they decide to adopt, up to **one \$10 entrance fee** will be discounted from the Adoption.

Entrance Fees and Info

The maximum capacity for Tiny Lions is generally 20 people unless otherwise specified. Usually we go by a 2:1 ratio of people to cats. Ask a staff member for specific numbers. The daily capacity limit will also be at the top of the "Reservations" page on the Daily Guest Sheet. (Please ask staff to update if it is not already there!)

If we reach capacity:

1. Apologize for any inconvenience.
2. Review the reservation tab in the Daily Guest Sheet to see what time they would be able to come in (when people are scheduled to leave) and ask if they would like to put their name down. If so, you can make a reservation on today's spreadsheet manually, as described below.

Making a Reservation Manually/ By Phone:

1. If for **same day**, check the day's reservation list to make sure there is space at the desired time. There will only be a maximum of 4 reservations available to be made same-day online, so check the website to see if there have been any new sign-ups for their desired time (go to TinyLions.org, click "Make a Reservation," select today's date and the time from the drop-down menus. The remaining number of available reservations will come up in red at the top). If there is space available for the desired time, take down all applicable information in the columns, **as well as a phone #**. Indicate that the reservation is **Not Paid**.
 - If for a **future date**, you can direct customers to the website (reservations are typically posted through the following week) or you can add future reservations to the manual spreadsheet.
 - For groups of 6 or more or with customers that have unusual circumstances, please have a staff member assist in making reservation (or take a message for a call-back).

Types of Entrance Fees	Fees and Limitations
Drop In	\$6/person for 30 minutes \$10/person for 1 hour
5 Hours for \$40 Punch Card (Prepaid) OR 10 half hours for \$45 Punch Card (Prepaid)	<ul style="list-style-type: none"> - Can be split between multiple people (one punch = one visit/person) - Hour Cards Cannot be split into half hour increments - Any walk-in (or unpaid) visits with a punch card need to be entered into Square. Select correct entrance fee and # of people using the punch, then select the discount: "Punch Card Redeemed." - Stamp the card and enter the group into the spreadsheet
Reservations	<ul style="list-style-type: none"> - Reservations for the day will be in the second tab on the Daily Guest Spreadsheet - Reservations made online will be prepaid, so you do not have to take money or put into Square. If a reservation is not prepaid, it should be noted on the reservation list - Reservations can be taken by phone and made for that day on the spreadsheet. If someone wants to make one for further out, you can ask a staff member.
Children	<ul style="list-style-type: none"> - Babies who are not walking are free - Children age 3 and under admitted in 30-minute increments only - 1 adult for every 3 children under 8 - Adult supervision not required for teens 15+

Welcoming Visitors to Tiny Lions

1. Greet Visitors as they come in. Ask if they have a reservation.

- If yes, check their name against the reservation list. If you do not see their reservation, ask if they made a same-day reservation. If so, ask to see an email receipt for proof of payment, confirm details and continue to check in.
 - If the reservation is not on the list and it was not made today, ask a staff member to help—but in the meantime, you can continue to check them in.
 - If no, check for availability for the number in their group. If there is room:
 - Ask how long group is staying and tell prices if needed.
 - Ask how they will be paying and, for groups, if they are paying together or separately.
 - Process payment(s) and add group's information to guest list.
 - Enter information into Square along with any discounts (punch cards, senior rate, volunteer discounts, etc.)
2. Enter Information Into Daily Guest Sheet:
- Ask for a first name for one person in the group or copy name from reservation.
 - Add time that reservation is beginning. (Shortcut of control-shift-semicolon will auto-populate current time!)
 - Add time group is staying. The end time will automatically populate based on start time and duration of stay.
 - Add Identifying Information, such as an item of clothing. (Don't use anything rude or offensive here; be aware that guests may see sheet!)
 - Add number of people in group, how they paid, and whether they are interested in adopting. If payment is split, or one person in a group is using a punch card, etc., make a note of this in the "Payment Notes or Other Info" column.
 - Give the group a pager, and explain that it will go off when your time is up so they can enjoy time with the cats without looking at the clock. Add pager number to spreadsheet entry.
3. Ask if customers have been here before:
- If yes, welcome them back! Give a reminder of House Rules (sheet attached), and let them know to ask if they have any questions.
 - If no, give a general explanation of who we are, e.g. "We are an adoption center for the Humane Society of Huron Valley, so all of the cats here are adoptable, but you're also welcome to just hang out with them! Our entrance fees go to supporting the cats here and the shelter."
 - Review House Rules (sheet attached).
4. Ask if customers are interested in adopting. (This should also be indicated on reservation sheet for pre-made reservations.) If yes:
- Indicate the whiteboard and the list of kitties. That shows the names of those available vs. those that already have a hold.
 - Let the Customer Care volunteer or staff member know about the interested customer to help point out adoptable cats.
 - They can place a kitty on Hold today and typically have their adoption appointment later in the week

The House Rules

For Adult Cats

1. Please, do not pick up the cats. However, it is perfectly fine if they jump onto your lap!
2. If a cat rolls over to show their belly, please don't pet their belly! Our cats prefer chin, cheek, and back scratches over belly rubs! (If asked why, you can explain that cats often show their bellies as a sign of trust or comfort, not necessarily that they want belly pets! Belly pets can often over-stimulate cats and cause them to scratch or bite).
3. Please don't pull any kitties out of hiding spots.
4. **(If there are children)** If a cat is running away or hiding from you, that means they need a break and should be left alone. Loud voices and fast movements can sometimes scare the kitties, so please don't run, use quiet voices, and gentle hands while you're here. ☺

For Kittens

1. The kittens are generally okay with being picked up (by adults only, please)! If they seem uncomfortable or start wiggling, please put them down. Always help small children if they would like to hold a kitten—it's usually best to have a child sit down and put a kitten in their lap. It's always important to make sure that they are properly supported around their middle and under their feet. Children should not pick up or carry kittens.
2. Please don't pull any kittens out of hiding places.
3. **(If there are children)** If a cat is running away or hiding from you, that means they need a break and should be left alone. Loud voices and fast movements can sometimes scare the kitties, so please don't run, use quiet voices, and gentle hands while you're here ☺

We also have nametags for our cats:

- Each cat/kitten should have their name on their collar.

Tiny Lions Activities

All Tiny Lions activities require pre-registration online

Activity	Price	What's Included?	Date/Time	Age Restriction?
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Yoga with Cats	\$15/person (note: punch cards have been discontinued)	Beginning-level Hatha-style yoga Changing area (restroom) and storage cubbies available Limited number of yoga mats & blocks	Sunday 9-10am Doors Open 8:45am Thursday 7:30-8:30pm Doors Open 7:10pm	12 and up 16 and under must be accompanied by an adult 21+
Teen Mew-vie Nights	\$20/teen Ages 12-17	Snack, drink, & movie Guests can bring their own snacks, drinks, pillows, & blankets	Select Saturdays 7:00-9:00pm Movie starts 7:20pm Movies rated PG or PG-13	Ages 12-17
Trivia with CATS	\$25/person	2 drinks (wine/beer) per person, popcorn Guests can bring their own snacks & drinks.	Select Saturdays 7:30-9:30pm Doors Open 7:15pm	18 and up IDs WILL BE CHECKED AT THE DOOR
Cats & Kids	\$15/child	Popcorn & Juice included. Arts, crafts, & fun games.	Select Fridays 7:15-8:45pm Doors Open 7:10pm	Ages 6-11
Coloring With Kitties	\$15/person	Coloring pages, art materials, stickers	Thursday afternoons	Ages 4-12 for kids coloring Ages 13+ for adult & teens
Tiny Tails Story Time	\$10/child (w/ up to 2 adults free of charge; siblings under 1 with a registered child)	Story, craft, finger plays, and animal interactions	Wednesdays 10:30-11:30am	Ages 2-5

Renting the Café

Cost	Dates Available	Number of Guests
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Winter (Oct-Apr) \$150-one hour \$225- two hours Summer (May-Sept)** \$250-one hour \$350-two hours	By Request, available during most open hours unless other events are scheduled	*See adult to child ratio requirements under "Entrance fees and Info" 20 Max (any more over 20 person limit must pay \$10 each) up to 30 **Winter rate applies for times when there are less than 10 cats at the café!
\$225 Kitty Pawty	Saturdays & Sundays 11-12:30pm	15 Max: 10 Kids 5 Adults Youth must be 6+ Requires 1:3 adult/youth ratio

What's Included?

- Rental of the program room, including 8 ft. long counter space
- Three 8 ft. tables, tablecloths and chairs for up to 20 people
- Program event coordinator to assist and answer questions
- Kitchenette area, including full refrigerator/freezer, microwave, counter space and sink
- Use of the computer and wall-mounted TV for showing videos, PowerPoint, etc.
- Access to the program room 30 minutes prior to the event
- **Kid's party only** Staff will run the first hour with games and activities and the last 30 minutes will be reserved for your own family time in the program room

What's Not Included?

- Food, drinks, serving utensils
- Decorations
 - Please don't bring anything that can damage the walls. No glitter, confetti, or other items that may be harmful to the cats.
 - Please use painter's tape to attach decorations to the wall. Café can provide.

FAQ – Visiting the Café

Am I allowed to bring in my cat?

No, we do not allow other cats to be brought into the café. However, there are (number) cats here at the café today that you can meet and play with!

Can I bring in my own food/drinks?

Yes! You are more than welcome to bring in your own food and non-alcoholic drinks. We just ask that you don't share with any of the kitties, although it can be tempting!

Can I bring my kids?

Yes, children ages 4+ accompanied by an adult are welcome! Babies who are not walking are free. We have a minimum of three kids 8 and under per adult.

Can I drop my kids off at the café?

Although there are select drop-off events, all regular open hours require adult supervision for children. Teens 15 and older can come to the café unattended. Under 15, kiddos must be accompanied by an adult. Active adult supervision is required at all times for children during your visit.

Why can't I pick up the cats or rub their bellies?

We don't know for sure which of our cats liked to be picked up and which cats don't. We ask that you respect their space to help maintain a stress-free environment for our residents. If a kitty chooses to sit on your lap, that is perfectly fine!

Most cats are showing their belly as a sign of trust or playfulness, not an invitation to rub. Cats might instinctually scratch or bite if you rub their bellies. We have plenty of wand toys you can use to play with a kitty who is showing their belly!

Why can't we pick up adult cats?

Usually, adult cats don't prefer to be held. For our cats' safety and your own, we ask you to interact with adults by petting and playing. You may be able to coax an older kitty onto your lap for snuggles, but this is on kitty's terms.

Kittens may be held by parents to help children interact with them, but we do ask that you handle them carefully at all times by supporting their full weight and their legs. We ask that all children refrain from picking up or carrying any kitties!

Why do I need to pay to play with cats?

Think of it like an admission fee to an aquarium or petting zoo... but so much more warm and fuzzy! This fee helps us cover some of the costs of keeping the café going. The average cat in our care costs \$350 -- plus rent, utilities, supplies and staffing to ensure you have a great experience at TLC.

Do you offer gift certificates?

Yes! You can purchase them here at the front desk, buy 5 hours for \$40 online (there's a link on our FAQ page), or you can call 734.661.3530

**FAQ – Visiting the Café
continued**

When does TLC have kittens?

Kitten season in Michigan is typically from April-October. Expect TLC to start having kittens around the end of April and into May. We should have kittens until the weather gets colder in October or November.

What is kitten season and when does it occur?

Kitten season usually begins late spring to early summer, and this is when we have a BOOM in kittens! During the summer months, we typically have 15 or more young kittens in the café on any given day. Cats typically don't reproduce as much in the late fall and through the winter, so you will see a lull in the number of kittens that come in during those months. We typically try to supplement our kitty "supply" during these months with older cats and often work with other shelters to help them move out cats who may not get adopted as quickly from their facilities.

Can I bring my own cat to the café?

No, please do not bring your own cat to Tiny Lions. We are an adoption facility for shelter cats and do not allow any other animals on-site.

Do you take stray cats or surrenders?

No, we do not. Please take any cats you find or wish to surrender to our main shelter location, the Humane Society of Huron Valley. You may call their intake department ([# here](#)) with questions or concerns.

Do you serve food?

We have a self-serve snack bar with coffee, teas, hot chocolate, chips, granola bars, and other light snacks. We accept money donations to help keep our snack bar stocked!

When you are low on cats, when will new ones come in?

The number of available cats to bring into the café ranges depending on the season. We try to have new cats every week when we open on Tuesday. If not, we do our best to bring in new friends throughout the week. You can always check the home page on our website—we update it every morning with the amount of cats currently at Tiny Lions. You can also check our Adoptable Cats page to see who is available. If you need more information about any particular kitty, you call us.

Can you do same-day adoptions?

Only if our staffing and our total number of cats allows for it. We have to keep some kitties in the café for our customers to visit with, so in most cases we will schedule your adoption for a later date, which is never more than a week out.

Do you take walk-ins, or do you need a reservation to visit?

We do accept walk-ins. We have to prioritize our pre-paid reservations, so if we do not have space for walk-ins, we will have to ask you to come back later.

Are you wheelchair accessible?

We are and strive to be accessible to everyone. There is a ramp available out front, and we have space in our café to accommodate both a walker and a wheelchair. If any further assistance is needed, a staff member would be happy to help. Call us with any further questions.

FAQ – General Info

When was Tiny Lions started?

May, 2016.

Where do the cats come from and how are they picked to stay here?

They come from the Humane Society of Huron Valley shelter where they were brought in as strays, transferred from other shelters, or surrendered. Our cats are chosen based on their comfort with human interaction, ability to live in a multi-cat environment, and overall health.

Are the cats left out at night, or are they put in cages?

The cats are free to roam the café at all hours. Foster homes fill quickly and don't have regular business hours. Tiny Lions provides great visit-ability for both cats and people, which increases adoptions.

What's the process for becoming a volunteer?

You can become a volunteer if you are over 18 years old. There is an application online at tinylions.org/volunteer. The application has dates listed for upcoming orientations. You must attend an orientation before volunteering.

If you are under 18 years old, please check out the Junior Volunteer Program. You do have to be at least 12 years old for this program.

What are examples of some volunteer duties?

Café Cat Care: Cleaning and keeping the café tidy, Receptionist: Welcoming guests and checking them in, Other: helping out with events and other miscellaneous tasks needed around the café.

Customer Care: Interacting with customers, helping those interested in adoption find a good kitty fit for them.

How and what can I donate?

We can always accept cash or check donations here at the front desk.

We also have an Amazon Wish List. Search for "Humane Society of Huron Valley" wish list and click on "Tiny Lions Cat Café" to view the list of items we need.

You can also drop off towels, blankets, toys, canned wet food, cat treats, and lightly used cat trees. Please let a volunteer or staff member know if you'd like a gift-in-kind receipt.

The Donate page on our website – tinylions.org – has more information and other ways to help.

FAQ – Adopting a Cat

How much is the adoption fee?

\$115 for cats 5 months-10 years, \$70 for "senior" cats (aged 11+) and \$150 for kittens

Seniors cats are free to adopt for adults 65+.

All the cats have been spayed/neutered, are up-to-date on vaccines and microchipped.

One admission/entrance fee will be removed from the adoption fee.

What is the process for adopting a cat?

Fill out an adoption application anytime!

Adoptions are “first come, first served.” If a cat already has an application, you can also apply, but please know that the cat will most likely go home with the first applicant.

Once you meet a kitten and decide to place an adoption Hold, we will schedule an adoption appointment with you, normally within 2-3 days.

Do you do same day adoptions?

Sometimes, but not often. Why? Cats, as a species are very vulnerable to stress, and a constant in and out of new cats and cats being adopted caused a lot of stress on the residents of Tiny Lions.

With adoptions occurring at set times, we can also ensure there are enough staff and volunteers to assist new pet parents while also keeping Tiny Lions running smoothly.

Using the Credit Card Reader

Process a debit/credit card payment:

1. Press the Green Button
2. Select 'Sale' (option 1)
3. Input the amount to charge (e.g. 1-0-0-0 for a 1 hour entrance fee)
4. Press the Green button

5. Place the reader on the counter for the customer to use or accept their card
6. Either you or the customer follows the instructions on the reader
7. Tear off receipt and make sure the sale went through properly
8. Answer Yes or No for a receipt copy

To print a copy of the receipt if you accidentally pressed no or if the customer changed their mind:

1. Press the Green Button
2. Press Option 8
3. Select 'Last Receipt' and press the green button

Put money onto a gift card:

1. Pull out a gift card and gift card envelopes from bottom left desk drawer
2. Press the Green Button, then select 4 - Gift
3. Select 2 - Activation
4. Input the amount to put on the gift card
5. Press the Green button
6. Follow the Instructions to complete the activation

Process a gift card payment:

1. Press the Green Button, then select 4 - Gift
2. Select 1 - Purchase
3. Follow steps 3-7 for processing a debit/credit card

Check a gift card's remaining balance:

1. Select 4 - Gift
2. Select 3 - Balance
3. Swipe gift card
4. Print out will display current balance

Issue a refund:

1. Please call over a staff member as a password is needed to process refunds

Punch Card Information

-Receptionists should be watching for "Punch Card- Online" vs "Punch Card- Manual" on reservation sheet.

Online Reservations

"Punch Card- Online" reservations **DO NOT** need to be entered into Square. (Pre-made reservations are already captured in Square when making the reservations.)

Walk-Ins, Manual Reservations

These **DO** need to be entered into Square. There is a specific discount code called "Punch Card Redeemed" that will need to be used to discount the payment.

Buying a Punch Card in Person

This needs to be entered into Square as separate transactions if using today:

- One for the payment of the Punch Card; AND
- A separate transaction if the punch card is used to pay for Entrance Fee(s). (Use "Punch Card Redeemed" discount for these.)

Please see a staff member if you have any questions!!

As always, thanks for all of your help and all you do!!