By relentlessly living and espousing our core values, persistently pursuing constant improvement, and always being laser-focused on personalized care and attention for each guest, Pooches Paradise has become the Number One dog care facility in Kansas City.

We’ve worked tirelessly to ensure we’ve got the right people in the right seats on the bus, and the best people driving it. Our continuous research into best practices for operations and innovative services has helped make us the dog care facility most recommended by local veterinarians. Like a puppy growing into its paws, we’ve come a long way in a short time. Such a long way that we’ve been named one of the top places to work in KC. Pretty doggone impressive!

And that’s just the tip of the tail.
HAVE FUN. WORK HARD. PLAY HARD. – Company Culture

Carefully aligned with our core values and beliefs, our MUST LOVE DOGS culture goes beyond a passion for our guests to a passion for providing them with the highest level of care and comfort in the industry. Our culture is one of constantly raising the bar, of continually sharpening the saw. It’s the culture of an industry leader. And who doesn’t want to work for the industry leader?

The Pack

Our passionate people are our biggest asset and greatest competitive advantage. We work deliberately and meticulously to guarantee we hire only the best, and ensure any missteps are quickly rectified. We owe that to our clients and to ourselves. Our culture is optimized and efficient. Every member of the team is given their best chance to succeed in positions that highlight their unique backgrounds and capabilities. And this success is rewarded with industry best compensation and benefits, and the best in life/work balance. When work is this fun and rewarding, it’s barely work at all. It’s a place people just don’t want to leave.

The Alpha Dogs

Culture comes from the top. Under the guidance of Owner & CEO Nick Langley – a vision-driven leader dedicated to improving the lives of both pets and their owners – the Pooches Paradise management team of creative and committed brand champions lead by example, never rest on their laurels, happily share their expertise and experience, and live and breathe our core values. In short, they inspire.

Continuing Education

All staff have the opportunity to continuously upgrade their skills through education and IBPSA and PACCC certifications as well as training in pet first aid and CPR. Their career development continues while we add even more value for our clients.

BARKING UP THE RIGHT TREE – Marketing

Our 3 person dedicated marketing team, together with our outside creative agencies, continues to maintain our world-class brand. Our integrated Brand campaign has recognition measuring off the charts, the marketing team’s ability to spot trends has put us a step ahead (“Be where the puck is going to be, not where it is” – Wayne Gretzky) and allowed us to reap the greatest benefits from traditional media – including print and our radio campaign – and to harness the advertising potential of social and other digital media platforms. Our recently launched Pooches Paradise Podcast is gaining traction and popularity by using our voice to add value for our audience, and, most importantly, we have systems in place to measure the effectiveness of each of our marketing efforts. Knowing what’s working and what’s not allows us to refine our message and methods to obtain optimum results.

[CORE VALUES]

Passion – The fuel. What’s your why?
Integrity – Lead by example. Don’t talk. Do.
Authenticity – Be real. No BS.
Optimism – Enthusiasm creates raving fans.
Add Value – Sustainable forward momentum, Kaizen.
Execution – It’s everything.
EVERY DOG DESERVES A BONE – Community Outreach

We believe in giving back to the community in which we operate simply because it is the right thing to do. We give back through corporate programs and through the individual efforts of our team members. As a company, we continue to expand the reach of two best-in-class outreach programs; Spay & Neuter Kansas City and REGAP (a greyhound rescue program). As Pooches Paradise continues to grow, so too do our contributions to these worthy causes. Individually, we support team member philanthropic efforts through regularly scheduled “give back” days.

WIDE SMILES & WAGGING TAILS – The Customer Experience

We deliver the WOW! Every time. We exceed customer expectations. Constantly. When guests enter, the concierge greets them by name. Our professional demeanor and obvious love of dogs, together with our clean and inviting space, instill a sense of trust. And what could be more important? They are placing a beloved member of their family in our care. They know their trust is well-placed because they recognize our values and beliefs. Not because they’ve seen a poster on our wall, but because they’ve seen us live these values, incorporate these beliefs in everything we do, in every client interaction. And they share them. Even as we’ve grown, we’ve managed to keep our small company, Mom & Pop shop feel, our staff treating every guest as if it was their own. As outstanding as they are, it’s not our services we’re selling. It’s the piece of mind, the valuable time, and the unparalleled experience that make our clients our best brand ambassadors and keep them coming back – time after time.

This consistently outstanding customer experience is what keeps us top of mind when people think dog care in Kansas City, what makes us KC’s go-to dog destination, the dog care model that other facilities look to for inspiration and guidance. We have so cemented our position as best-in-class dog care destination that it is almost unfair to the competition. Almost. So what’s the secret? It’s no secret:

Happy Clients + Engaged Staff = Enduring Success

SERVICES

Boarding - Pooches Paradise is an all-inclusive pet resort that offers personalized attention to each guest and peace of mind to each pet owner.

Day Care - interactive play time for dogs of all ages, temperaments and energy levels in a safe, stimulating environment.

Grooming – guests experience the relaxation and pampering of a resort spa with our professional staff dedicated to helping every pooh look and feel its best.

Training - Pooches Paradise offers obedience, agility and vocational training programs to build communication and responsiveness, plus give owners more control over their dog’s behavior.
FETCHING RESULTS – By the Numbers

A combination of the factors and initiatives mentioned above have resulted in Pooches Paradise meeting, and in some cases exceeding the lofty goals we set for ourselves for 2021. Highlights include:

- **$2.4M** in revenue. Double that of 2018!
- A second location resulting in combined space and accommodations for **300** dogs.
- A staff increase to **60** team members.
- Expanded services including pick up and drop off
- Facility improvements including turf installation and lobby remodeling

These are remarkable achievements, particularly when you consider they were achieved in less than half a dog year! They are the proof that Pooches Paradise is a company on the move in 2021. They are the fuel that will power us into the future. Look out 2025!

[We take care of your pup’s mind, body and spirit from sunrise to sunset.]