

The Playful Pup Earns Fifth Consecutive Talk of the Town Award for Customer Satisfaction

The Playful Pup, pet boarding and grooming facility, has earned its fifth Talk of the Town Customer Satisfaction Award for providing top-notch customer service.

WHITE PLAINS, MARYLAND, USA, July 30, 2015 /EINPresswire.com/ -- For the fifth straight year, [The Playful Pup](#) has received high ratings from satisfied customers, earning it the prestigious Talk of the Town Customer Satisfaction Award in the [Pet Boarding & Grooming](#) category.

The Talk of the Town Awards, presented by Talk of the Town News, honor companies and professionals that provide excellent customer service as reported by their customers through no-cost, user-review websites; blogs; social networks; business-rating services; and other honors and accolades. This data is analyzed by a team of researchers who calculate a company's customer satisfaction rating. Only those that receive a 4-star to 5-star rating receive the Talk of the Town Customer Satisfaction Award.

The Playful Pup provides supervised, open-play boarding services and [doggy daycare](#) to the Washington, D.C., Southern Maryland and Northern Virginia area by experienced, caring staff. The resort features private rooms, air conditioning, and both indoor and outdoor play areas. Resort guests receive one-on-one care and attention from staff as well as participate in staff-monitored exercise and socialization time with other dogs throughout the day and evening.

"Playful's unique approach to pet care and boarding provides your dog with a safe, clean and fun environment, giving your dog a lot of attention and playtime and making sure they are safe and healthy," says Canine Handler & Runner Frank Clark.

"We have a very extensive client list and a lot of puppies in our care but each individual is an individual and must be treated as such," says Founder Retta Toler. "Every client and every pup deserves respect and to be met with a knowledgeable staff member who possesses a professional attitude. We do our very best to not only meet but also exceed the needs of our 'Puppy-in-Laws' and their furry family member(s)".

In November 2013 the company changed hands and some unfortunate mistakes were made, according to current General Manager, Lara Barrington. "The training of the staff was no longer made a priority by the new owners," she says. "However, when Retta, her family and many of her previous staff members returned in May 2015, changes were immediately implemented through safety procedures, staff replacements and staff training, bringing back the exceptional level of care that both the clients and pups deserve. We have reached out to our clients to let them know what is going on



Pictured above left to right Assistant Manager Kendra Ball, Canine Handler Frank Clark, Founder Retta Toler, General Manager Lara Barrington and Phoebe Buck, a proud premier member for 5 years!

and reached out to those who had less than desirable experiences under the former ownership in order to develop new lasting, trusting relationships. We love to see new faces, but our goal is to build new relationships while nurturing those that we have had for years.”

“When Miss Retta and her family returned with much of their original staff, myself included, Playful’s customer satisfaction level of excellence and the company’s respected reputation for providing only the best returned with them,” says Resort Manager & Activities Director Christina Otero.

Toler acknowledges the key role her staff plays in the business’s high customer satisfaction ratings. “Our staff is made up of people who absolutely love animals because we know that is the best thing for your pup when his/her own family is away,” she says.

The Playful Pup team also cares deeply for the surrounding communities. “We have been big supporters of the Charles County Humane Society’s Bark In The Park event and hosted adoption events as well as offered seminars to the Girl Scouts of the Nation’s Capital Troop #1483 of La Plata, Md., and the La Plata “3 Million Dogs” Walk,” says Toler. “We hope moving forward to add to the list of community events and community education we support.”

About The Playful Pup

The Playful Pup’s founder, Retta Toler, has been caring for pets professionally since 1989. In 1991 she opened Pampered Pets, performing pet sitting in people’s homes. After marrying her husband, the couple grew the business into a Private/Members’ Only Dog Daycare and Lodging.

The Playful Pup is located at 10533 Theodore Green Blvd. in White Plains, Md. For more information, call 301-305-7282 or go online to www.playfulpupsomd.com. Follow them on Facebook at www.facebook.com/playfulpupsomd or on Twitter @playfulpupsomd.

About the Award and Sponsor

Each year, the Talk of the Town Awards are presented by Talk of the Town News to honor companies and professionals that provide excellent customer service as reported by their customers through no-cost, user-review websites, blogs, social networks, business rating services, and other honors and accolades.

This is the seventh year Talk of the Town News has honored companies for achieving high levels of customer satisfaction with the Talk of the Town Awards. Businesses eligible to receive the award include, but are not limited to, beauty salons, spas, restaurants, bakeries, dentists, auto repair facilities, veterinarians, home repair and improvement contractors, florists, hospitals, and physicians.

For more information about the award or its sponsor, please contact Talk of the Town News at 877-498-6405 or go online to www.talkofthetownnews.com.

Press release courtesy of Online PR Media: <http://bit.ly/1gqIF1i>

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