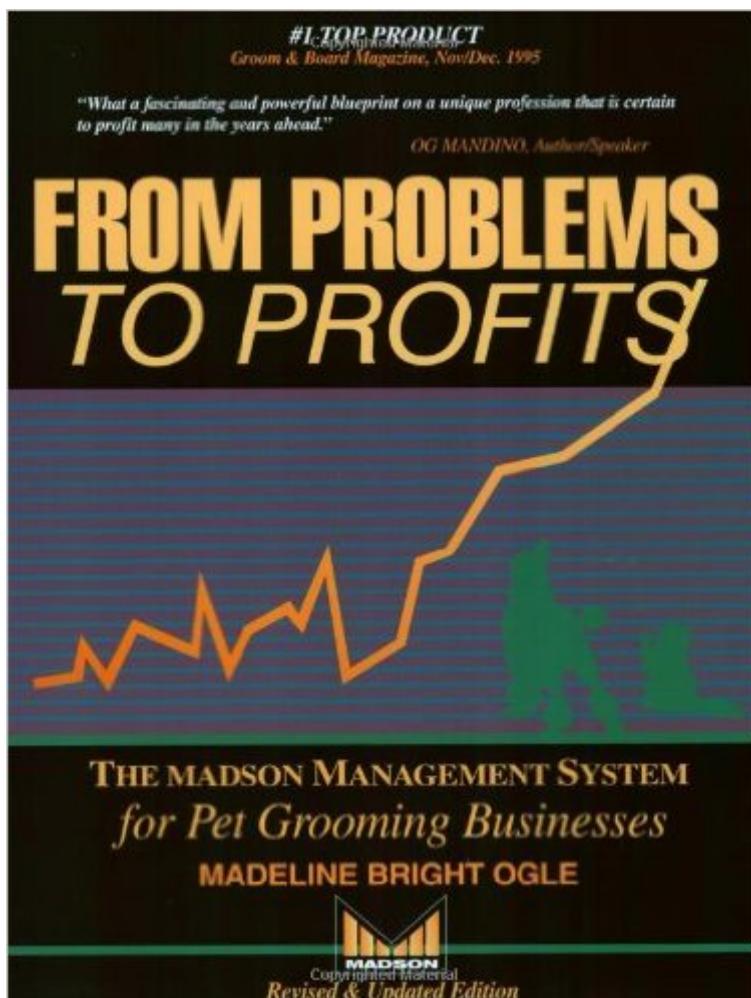


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# From Problems To Profits: The Madson Management System For Pet Grooming Businesses



## Synopsis

Since first published in 1989, and then again in a revised and updated 1997 edition, *From Problems to Profits - The Madson Management System for Pet Grooming Businesses* (1997) continues to be the world's best selling grooming business book. It's not a how-to book for the art of grooming, but instead, the most complete how-to book for starting and managing a new grooming business or expanding an existing one. Every managerial topic in grooming is covered from personnel, client relations, safety and supervision, marketing and advertising, bookkeeping, financial planning. Better yet over 100 illustrations provide you with dozens of business form layouts for your personal use. *From Problems to Profits* is more than a story about the author, Madeline B. Ogle, PhD. Instead she offers you the knowledge and tools she used to build one of the largest and most respected grooming businesses in the world. Now anyone can establish a more stable, profitable grooming business and grow it as large as they desire, from a stable, busy year round one person business to a major pet care center. The definitive grooming business book that you will use for as long as you own your business. In fact, *The Madson Management System* has been proven to build the net worth of grooming businesses, and thereby allowing their owners more comfortable retirements when they sell their businesses. The art of grooming is important to every grooming business, but it is grooming management that creates stable, profitable grooming businesses that operate with far fewer problems. Managing a grooming business doesn't have to be stressful, but instead one of the joys of your life forever.

## Book Information

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## Customer Reviews

We couldn't find a book telling us how to run a pet grooming business until we came across this one, and we are so glad to own a copy. There are several how-to groom books but in our opinion this is the one to learn how to manage a grooming shop. Our only little bit of let down is you can use the book for a mobile grooming van business, but I wish it had even more about mobile. But, can't complain because there are NO books on mobile grooming anyway. Get this book if you want to run a professional grooming business. It's worked great for us in Nevada.

I purchased From Problems to Profits in August of 1996, and by November began implementing the plan in the book, The Madson Management System. In 8 months we had streamlined our staff, completely reworked our appointment scheduling, and not only adjusted our prices, but totally restructured our pricing methods. By the end of 1997 my accountant reported an improvement in our net profit of 50%. My wife and I are seeing our dream of a strong, healthy and growing business becoming a reality.

At first we thought this book might just be the author's story opening a famous grooming salon. To our surprise there is just a little about her experience, but all of her trade secrets in an easy-to-use business plan format. We have never seen a business book so well organized. Just the forms alone in the book make it worth the price. It really is a masterpiece of organizing so much information about a facsinating industry. I can see why it has won awards. Highly recommended for anyone thinking of opening a dog grooming business.

Want a good model for starting and running a good business, then look no further. The author has done a superb job of laying out the daily activities that will lead to a successful Pet Grooming Business --- or just about any other type of service business I can think of. Here you will learn the tactics and follow-up needed to woo and keep customers for life. If ANY service business treated me, as a customer, like Madeline Bright Ogle does to hers, I too would become a raving fan. As customers all we ask for is a little respect, and yet so many businesses treat us like we are interrupting their day. The title says it all -- From Problems to Profits, is all about taking those ever-present problems that every business encounters on a daily basis, and converting them to profitable actions. For every challenge, there is an opportunity and the best businesses know how to create profitable opportunities out of challenges. You receive the nitty gritty on everything daily --- including the who, what, where, when and why of employees. Review her table of contents to see

how detailed her advice is, then imagine how valuable this advice would be within your business, no matter what that may be. Want to become a success? Read this book, follow her advice and smile all the way to the bank. I look at the rating system as a grade for the author. If 5 stars equals an A, then I would give 'From Problems to Profits' and A+.

Just about everything you need to know to start and grow a professional business. I was overwhelmed with the quality of this book. I recommend it to anyone starting a service business, even other than pet grooming.

I opened my own 1 person (me) professional grooming salon this past year and this was recommended reading for me. Every business is different, so there was some information that I could apply to my business, and other items that did not apply to me because of the size of my business. A lot of useful information on how I could grow my business if the day would come that I would want to expand or add additional personnel.

I suspect several of these reviews were written by the author or at very least her friends or employees. I was looking forward to this book however it's so poorly written (saying the same mostly obvious information over and over), and so specific to the writers situation. So unless you are already a groomer who needs someone to describe to you (over and over) how to save \$10k, don't bother reading this book.

Just started reading this book because I want to open my own grooming shop soon. There's so much information in this book it's ridiculous. Sometimes it gets a little confusing but it's a great find with lots of valuable information.

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