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## They say they fetch for our pets, and they do

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What better way to spend a sleepless night than to write about my favorite pet supply store? It's [Pet Food Express](#) in Petaluma, one of about 34 stores in a Bay Area chain that, in addition to helping pet owners care for their furry treasures, is responsible for "Pets Around the Bay" on Fridays at 7:20 p.m. on Channel 5.

A couple of weeks ago I snapped pictures in the store while looking for some Bach Flower Remedy to calm our Maltese at night. (Since he's become elderly, he transforms after about 7 p.m. into something more like a large wild rat than the cuddly little lap dog he is during the day. We still love him, of course, although one member of our family does call him The Germ from time to time when he's being particularly obnoxious. Luckily, since he's only about 9 lbs. and

slightly feeble, he hasn't bitten through any of our pant legs.)

Back to the pictures. I felt the need to explain myself when one of the salespeople looked at me with kindly curiosity when I stood pointing my Cool Pix at the Honest Kitchen display. I said I planned to write something about the store since it's my fave and all that.



A week later, I was back buying some Primal (it's raw, frozen food in handy little nuggets) for our canines (we have a Maltese-Shih Tzu cross, too) and the salesperson I'd spoken with the week before said, "Weren't you going to write something ..." And I said I still intended to, but just hadn't gotten around to it. Shortly thereafter I got a lovely message from Michael, the Pet Food Express owner. He gave me his phone number, said I could interview him. But, now that my attention is finally focused on the store, it's 2 a.m., and, well, I sure wouldn't want anyone calling me at 2 a.m.

So, here's why I love the store:

1. The people who work there are friendly, knowledgeable and helpful. They listen exceedingly well and offer excellent suggestions. I never get the sense that they're trying to push anything on me.
2. The store is clean, well stocked, well organized and just the right size. It's a pleasure to browse there. Dogs are welcome; in fact, they even have a dog washing area. (I keep wanting to try this, but Jim, my husband, reminds me it's just as easy to stick our little dogs in our kitchen sink and wash 'em up.) And whoever does the buying for the store stays abreast of healthy new products and so forth. If I read about something, say, in "Whole Dog Journal," I can usually find it at Pet Food Express.



3. Like some other pet food stores I shop at, the business offers "buy three, get the fourth free" for purchases of certain high-quality pet food. The great thing about Pet Food Express is that you get the discount from the store at the time you buy the food. The other

stores I've visited that offer something similar make you deal with the pet food companies yourself to get the discount (I can't recall exactly how they worked it because it seemed like too much trouble to me, but then I have admitted to being lazy in a [prior article](#).)

4. They offer dog training on site through Unleashed Dog Training, and at least one evening is on a drop-in basis—which is very good for, well, flakes like me who sign up for a series and can't seem to make it to all the classes.

5. They are involved in the community in innovative ways. One is that they do pet adoptions through their website. As of right now, they've done 47,686 such adoptions.

So, if you want to know more, stop in at 383 S. McDowell Blvd. in Petaluma, call 707-781-3333, or visit [www.petfoodexpress.com](http://www.petfoodexpress.com).