

RE: Employment offer – Ciara

Dear Ciara,

I am very pleased to offer you the position of Esthetician with Simply HairFree Franchising II, LLC?, for our BodyBrite center located at 7248 Perkins Rd. Suite G Baton Rouge, LA. We are excited about your joining us! The purpose of this letter is to describe the terms and conditions of our employment offer. Please call me if you have any questions about the content of this letter.

**Responsibilities:**

We would like to offer you a position of Reception and then transition into Esthetician as well as soon as your license is valid in Louisiana. Being a small team, we expect a lot of flexibility. After your initial training, as a Receptionist your responsibilities will include:

- Welcome guests
- Look professional
- Have paperwork ready for new clients
- Maintain reception area, to ensure a welcoming environment
- Assist in cleanliness of center to include treatment rooms, restrooms
- Answer telephone using BodyBrite scripts
- Book appointments
- Confirm appointments
- Manage Rosy
- Manage Britely
- Call Clients
- Have knowledge of products, packages, memberships and current promotions
- Sell products, packages and memberships
- Ensure customer satisfaction
- Ensure files are ready for esthetician
- Responding primarily to Operations Director
- Ensure forms are well stocked and available
- Participate in special events
- Assist with marketing of center
- Other duties as assigned

After your initial training, as an Esthetician your responsibilities will include:

- Welcome guests and escort to treatment room
- Have knowledge of all products, services, memberships and present to client
- Upsell and cross sell packages, services, memberships and products
- Ensure customer satisfaction
- Making client a priority, keeping private calls and devices away during working hours
- Complete consultation form and advise client on best treatment
- Ensure cleanliness of treatment rooms and center
- Must wear BodyBrite Uniform or similar scrubs
- Hair must be up
- Light Make up required
- Clean treatment room after each client and prepare for next client
- Perform services adhering to the BodyBrite protocol
- Assist receptionist at busy times
- Responding primarily to Operations Director
- Participate at special events
- Assist with marketing efforts
- Other duties as assigned

**Compensation:**

- \$16 Hourly pay while receptionist
- \$18 Hourly pay while receptionist/Esthetician
- \$25.00 for each membership sold.
- \$25.00 for each 5 Star Google Review when working as an Esthetician
- 10% on all products sold.
- When working as an esthetician up to 5 hours/ day:
  - Silver Bonus: \$65 bonus for each \$650 sold in one day. This is a combo of packages, services, memberships, and products sold by one esthetician in one day. (the products of the day will not double commission with the extra 10%). Cannot combine days or team member sales.
- When working as an esthetician 8 hours/ day:
  - Gold Bonus: \$100 bonus for each \$1000 sold in one day. This is a combo of packages, services, memberships and products sold by one esthetician in one day. (the products of the day will not double commission with the extra 10%). Cannot combine days or team member sales.
- The commission structure may be reviewed at any time.
- Bonuses may be added at the discretion of the management team based on results.

**Benefits:**

You will be offered Health benefits through our partner Employer Solutions Group, the premium will be deducted from your paycheck.

**Employment Relationship:**

We are excited about the prospect of working with you in a mutually-beneficial, productive way. It is important, however, to state the nature of the employment relationship between you and Simply HairFree Franchising, LLC and Employer Solutions Group, is “at will”. This means that you or the company can end the relationship at any time for any reason.

**Start Date:**

Terms and conditions of the agreement take effect May 5th, 2021

**Next Steps:**

Please confirm your acceptance of our offer by signing one of the two enclosed copies and returning it to our office within three days of your receipt of this letter. We look forward to having you join us!

Date:

Sincerely,

Isabel Boal  
Director of Operations