



## Contractor Manual 2016

### **Table of Contents:**

### **Page#**

Dress Code Recommendations	2
Professional Code of Ethics	2
Service Provider role description, responsibilities	2
Tool/product recommendations	3
Service Process and guidelines	3
Tips for improving your service	4
Operating Hours-Days/Holidays	4
Contact information for any ideas comments or concerns	4
Pricing Menu	4
Payment for services, and 1099 delivery	5
Signature page acknowledging review of manual	5

### **Dress Code Recommendations**

You should always maintain a professional dress and self-image. You are provided with a name tag that must be worn at the time of arrival and throughout the service. We recommend no shorts, t-shirts, flip flops or skimpy clothing. A professional presentation will enhance your star rating and boost confidence of a customer.

### **Professional Code of Ethics**

This is a professional service, along with your professional training and licensure, you must maintain a professional conduct in all environments. You are providing a direct personal service and all ethical guidelines must be followed. Your conduct is bound by your state board license. No fraternizing shall occur. Topics of conversation should be carefully chosen and remain focused on the service the majority of time. Be a great listener and let your client be the guide in the conversation. To protect your health and the health of the customer be sure to attend to sanitation in all aspects of your work. Make a good impression by looking the part of a successful licensed service provider and by speaking and acting in a professional manner at all times.

Please reference *Milady's Standard Textbook of Cosmetology* or your state board for professional ethics.

### **Service Provider Role Description**

You are responsible to check into your day and make available or modify the schedule of your day (availability & hours reserved). You must allow time for travel and parking. The app will document when the service starts, you are expected to be punctual. You must be aware of the clock and efficiently provide a service in a limited amount of time. A skillful and efficient service is expected.

At the end of the service you will press another button. Quality will be ensured through our 1-5 star rating system. You will rate the client at the time of service completion. The client will be rating you at completion of the service also. Both stylist and clients will have to maintain a satisfactory star rating of 3 stars & above to maintain approved provider status and good client status. Clients will not see their ratings.

SpaFoo.com will be providing advertising. Each service provider will post their bio and picture/selfie. You are to provide a current selfie photo, in professional dress for your SpaFoo listing.

Every licensed professional is expected to perform at a high level of quality. Licensed cosmetologists will have access to training videos through your certified provider login. This information will be available only to registered users of SpaFoo.com.

**Tool & Product Recommendations for Cosmetologists**

Blow dryer  
Curling iron  
Flat iron  
Hot rollers  
Shears  
Bobby pins  
Clips  
Cape  
Towels  
Small brush with dustpan  
Barbicide wipes  
Bags to dispose of any garbage  
Spray water bottle

**Tool & Product Recommendations for Manicure/Pedicure**

Manicure & Pedicure bowls  
Barbicide wipes  
Towels  
Nail clippers  
Cuticle pusher  
Foot file  
10 + current polish colors  
Base & Top coats  
Quick Dry Spray

**Tool & Product Recommendations for Massage Therapists**

Sheet sets  
Portable sturdy massage table/chair  
Portable sound machine or IPOD  
Towels  
Massage oils  
Essential oils

**Tool & Product Recommendations for Esthetician & Makeup Artist**

Applicators, brushes, & pads  
Barbicide wipes  
Tweezers  
Towels  
Current colors  
Full range of foundations

**Service Process & Guidelines**

Allow time for parking, you are expected to be punctual no matter traffic or parking situations. Once on your way to perform the service you must remain focused on time management. Each service begins by pressing a button on your app. You are required to 'check-in' before arriving so that your client is aware you will be coming to the door. Greet the client by her or his last name. Determine an appropriate place to perform your service, with proper lighting and a firm surface for the client to sit or lay for all facial, makeup and hair services. Each massage therapist is expected to bring with them a clean portable table and freshly laundered linens. Set up your

tools of the trade quickly. Keep clean, fresh towels for each service in a closed Ziploc bag or box. Consult with the client about their expectations or needs. Perform your service to the best of your ability each and every time. You are building a SpaFoo.com reputation and want to keep in mind the rating system. Maintain confidence and efficiently move through your service. Once the service is complete, quickly clean any tools, wipe down any surfaces and sweep if necessary. Place dirty towels in dirty laundry bag or plastic bag. Proper sanitation of your tools is required. You are expected to leave the client's environment exactly as it was found.

***If at any time you are faced with uncomfortable, indecent, or inappropriate behavior you should immediately end the service and leave the location.***

### **Improving your service TIPS:**

- Keep all tools, supplies, and products clean.
- Let your conversation be guided by the service and your client. Keep personal, political and religious views out of the conversation and redirect back to focusing on the service.
- Compliments are appreciated.
- Thank the client for their business.
- Be punctual and efficient with time.

### **Operating Hours & Days**

7 days a week, 8 a.m. – 10 p.m.

### **Contact Information**

*Comments/ Suggestions/App challenges/replacement name tag (a charge after the first complimentary tag)*

[manager@spafoo.com](mailto:manager@spafoo.com)

### **Pricing 2016**

<b>Service</b>	<b>\$</b>	<b>spafoo.com booking fee</b>
Blowout & Iron Styles	95	25
Men's & Kids Cuts	95	25
Women's Cut (style add-on)	95(40)	25
UPDO /Braids	95	25
Makeup application	95	25
Manicure & Pedicure Combo	95	25
Massage 50 minutes	115	25
80 minutes	165	25

***There are no add-ons or additional fees. Prices are not at the discretion of the service provider. By becoming an approved provider you are agreeing to the prices set by Spafoo.com.***

**Payment for Services & 1099's**

Spafoo.com handles all transactions. You will not be responsible for accepting or processing payments. There are no add-ons or additional charges. The flat fee is standardized providing simplicity for the client. A booking fee is deducted immediately from the service price. The balance of the service fee will be electronically deposited in your checking account each Friday following the week of service, which ends on Sunday. You are responsible for providing accurate and up to date information for your direct deposit form and any other official forms completed. As an independent contractor we recommend you pay quarterly taxes. In January you will be mailed a 1099 for the sum total of your service fees for the entire year for your tax filing purposes.

Please submit the signed form below by email ([manager@spafoo.com](mailto:manager@spafoo.com)) or regular mail to 1101 Tchoupitoulas New Orleans, La. 70130

I, Niki Walker, agree to the terms, responsibilities, pricing and overall manual description of this Independent Contract position. I will communicate promptly if I am no longer able to serve in this capacity.

*niki walker*

\_\_\_\_\_  
Signature

5.23.17

\_\_\_\_\_  
Date