

CURRENT PROCESS DOCUMENTATION

PLEASE PROVIDE EXAMPLES OF:

1. Carbon Copy Papers

- | Hotte | | (819) 717-1424
info@hottecouture.ca
1278 rue de Saint-Jovite
Mont-Tremblant, Qc J8E 3J9
Tél: 128223718
TPS/TVA: 17641 1285 R10001 | 122857 |
|---------------------------------------|---------------------|--|------------------|
| DATE: 17 sept | | | |
| SOLD TO VENDEUR A | SHIP TO EXPEDIER A | | |
| ADDRESS ADRESSE | ADDRESS ADRESSE | | |
| CUSTOMER'S ORDER / COMMANDE DU CLIENT | | SOLD BY VENDEUR PAR | TERMS CONDITIONS |
| | | FOR FBT | VIA |
| QUANTITY QUANTITE | DESCRIPTION | PRICE PRIX | UNIT UNITE |
| | Manteau Piece ± 45° | | |
| | Bord pantalon | | 20.00 |
| | chemise ± 65° | | |
| | @ evalueur | | |
| | | TVA/HST TPS/GST | |
| | | PST/TVP | |
| | | TOTAL | |

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- Photo of measurement sheet (they dont take measurement in note they just pine point the spot to cut and thats it)

- [illegible]

2. Pricing Structure

- List of standard alteration prices

Hotte DESIGN & COUTURE

TARIF ALTÉRATIONS AUX 5 MINUTES

MINUTES	TOTAL
5	3,75 \$
10	7,50 \$
15	11,25 \$
20	15,00 \$
25	18,75 \$
30	22,50 \$
35	26,25 \$
40	30,00 \$
45	33,75 \$
50	37,50 \$
55	41,25 \$
60	45,00 \$

5 \$
10 \$
15 \$
20 \$
25 \$

Taux horaire = 45,00\$ / heure

Taux horaire haute couture (exemple robe, complet) = 65,00\$ / heure

Taux horaire projet spéciaux = 65,00\$ / heure

- How you currently calculate custom work (excel sheet that i will share plus a video loom i have doc email she sent me)
- Any rush order pricing(express = 30\$ anytime simple one– big work 60\$ over all)

3. Common Alterations

- Top 10 most frequent services (doc sent via email)
- Typical turnaround times (20-30 min per piece)
- Special handling requirements (evaluation depending on if solange is here or not , take an appointment directly with the owner on the form if shes not there)

WORKFLOW QUESTIONS

Intake Process

Q: When a customer arrives with multiple garments, do you create separate orders or one combined order?

Your answer: all in one order together connected with a elastic rubber

Q: How do you currently handle rush orders?

Your answer: we put a red rubban around the clothes

Q: What information MUST be captured for every order?

Your answer: name,email,phone,better text or email, law25 for newsletter

Measurement Handling

Q: Do you keep measurement profiles by garment type or by customer?

Your answer: we dont keep measurement profiles for customers for alteration but for custom design we keep it on the invoice

Q: How detailed do measurements need to be?

Your answer: for alteration we take it on the client only with a pin but for custom design its very

important we put it on the estimate and we put it on the submission form this one :

Hotte
DESIGN D'INTERIEUR & COUTURE

Date:

FORMULAIRE DE SOUMISSION

Coordonnées du client

Nom: _____

Téléphone: _____

email: _____

Type de Produit:

Croquis

BANQUETTE

INT. / EXT. _____

PIPING _____

MOTIF / UNI _____

FOAMS: _____

TYPE: _____

RIDEAUX

TYPE DE PLIS: _____

DOUBLÉ: _____

MOTIF / UNI _____

RAILS:

TYPE: _____

COULEUR _____

OUVERTURE _____

PLAFOND/MUR: _____

TISSUS #1 - CIE	Modèle/Couleur: _____	Largeur: _____
TISSUS #2 - CIE	Modèle/Couleur: _____	Largeur: _____
TISSUS #3 - CIE	Modèle/Couleur: _____	Largeur: _____
TISSUS #4 - CIE	Modèle/Couleur: _____	Largeur: _____

