

EMPLOYEE POLICY HANDBOOK

WELCOME

Welcome to **Our Salon**. As a member of **Our Salon** team you are not only working for **Our Salon** you are working for our clients. We think you will like working here. We continually strive to make **Our Salon** an enjoyable place to work, and our clientele's #1 choice in Tanning Salons. We want our clients to enjoy doing business with us today, tomorrow, and for years to come.

The following Handbook will answer many questions for you as a new member of our team. Read it carefully and thoroughly. If you find a topic that is not covered here or questions arise in the future, please ask your supervisor, who is available to help you at any time.

The Employee Handbook is for your benefit. It will introduce you to our philosophy, benefits, procedures, and rules. Management reserves the right to make changes as necessary for the benefit of all of us.

Our long-range objective is the continuous development of a growing and prosperous business through which both employees and our Company will benefit. Every employee is considered a part of our company team. Our success as a company is founded on the principle of recognition of the skills and the efforts of each employee. Our policy is to work with all members of our team in a fair and friendly manner, and treat each team member with dignity and respect.

Realizing the importance of job security to all of us, we will work continuously for the benefit of our employees and the company, and to improve the competitive position of our firm, in the service of our present and prospective clients. This will enable us to provide jobs and security for our team members.

We will devote our best efforts to the planning of a growing business within, which fosters opportunity for all. To accomplish this, we recognize that our priority is to achieve client satisfaction. Any person or procedure that interferes with this is not acceptable.

EMPLOYMENT POLICY

This employee Handbook has been prepared as a guide and reference to the employees and members of management at all levels. Our Company requests that each of you thoroughly familiarize yourself with the contents of this Handbook, in order that all policies of the Company may be administered fairly and effectively. This Handbook is intended only for the purpose of fostering a

better work atmosphere and should not be implied as a contract of employment between our Company and its employees. The policies, practices and procedures set forth in this Handbook are guidelines for our employees. Furthermore, as changes in practice and procedure often become necessary, our company may revise, delete or supplement any policy, practice or procedure in this Employee Handbook at any time in its sole discretion.

GENERAL APPEARANCE AND PUBLIC RELATIONS

We pride ourselves on our image and it makes our company successful and able to provide you with a job. While you are working with us, regardless of whether you are on the job or off, you represent us to the public.

You must be neat and clean in your personal appearance. You shall be polite and courteous to all clients and perform your work and follow the company policies and endeavors to make a good impression with the clients at all times. On many occasions your contact with the clients will be the only contact made, and the impression you make will, therefore, be the company impression to that particular client.

You should have good personal habits and be well groomed. Even though you are allowed to dress comfortably we require you to look professional. You should look as if you are dressed for work not dressed for your day off. Shoes must be worn at all times. Total appearance should reflect good taste, and good judgment on everyone's part. We do not allow visible undergarments of any type, at any time.

HIRING AND ORIENTATION

New employees are on a 30 day probation period. During the probationary period, the employee can be dismissed without notice, if in the opinion of the supervisor; he or she is felt to be unsatisfactory or unproductive. On completion of the probationary period the employee will become eligible for commissions on the sale of full size bottles of lotion and discounts on merchandise.

The probationary period is very important. We understand that a new job is difficult, and we allow for it. You can help things go smoothly by:

- Getting to know your supervisors. They will help you.
- Meeting your fellow workers.
- Asking questions that you might have.
- Taking notes. (we recommend you get a notebook and keep notes to yourself when you speak with supervisors and keep track of questions that come up, or ideas)

- Applying yourself to the tasks at hand ~ Self-motivation is required.
- Being on time and dependable.

The Employee Handbook must be read and understood along with proper forms filled out for the employee to officially be on the payroll.

COMPANY BENEFITS

Since we require you to maintain your tan on a regular basis, we offer free tanning to all of our employees. There will be a 5% commission earned by each employee for all full size retail bottles of lotion sold. A 50% discount on merchandise will also be given after the probation period. These discounts may not be used in addition to sale prices. These privileges are for the employee only and cannot be used by the employee if he or she no longer works at **Our Salon**. Remember, free tanning is a privilege for employee's who like to tan. It is meant only for that employee and is NOT to be given to friends or family. Your discount on products is also meant for employees only and you may not use your discount towards purchases for friends or family.

Employees tanning for free are asked to make their appointments after their shift or on their own time, and are expected to clean their own room when finished. During busy season, January ~ July, employees are asked not to tan during the busiest hours, saving those times for our clients. No employee is ever allowed to tan while working during their scheduled shift unless they are clocked out and on break.

JOB ASSIGNMENTS

All employees on payroll are expected to perform to the fullest extent of their capabilities at all times, regardless of the work or circumstances involved. Additional hours may be required or expected unless otherwise stipulated. All employees on payroll are expected to be performing work activities at all times during their shift, breaks excluded.

LAYOFFS & SEASONAL POSITIONS

Although we respect seniority and encourage long term employment, layoff or termination decisions will be made by merit and not necessarily seniority. In the event a cutback becomes necessary, management will first determine what positions to cut back, and will notify the affected employees. If any employees in the jobs that have run out are considered, by management, to be incompetent, then those employees will be displaced first. In the

event it becomes necessary for the business to cut back your position, you will be notified of layoff or termination in writing by management. Some positions are seasonal only positions that the employee is welcome to return to in the following busy season.

LEAVE OF ABSENCE

A leave of absence shall be granted in cases of sickness, and may be granted for other purposes at the discretion of management. Whether or not service and benefits will accumulate during a leave of absence will be determined by management. To be valid, a leave of absence must be confirmed in writing.

An employee who has been granted a leave of absence of indefinite duration shall give a one-week written notice of intent to return to work, and Paradise Suntan shall be under no obligation to re-employ him/her until circumstances allow it.

NO HARASSMENT POLICY

It is the policy of our company, that it will not tolerate harassment of our employees nor of our clients by employees. The term "harassment" includes, but is not limited to, slurs, jokes, and other verbal, graphics or physical conduct relating to an individual's race, color, sex, religion, national origin, citizenship, age, disabilities, or protected activity. Harassment also includes sexual advances, requests for sexual favors, unwelcome or offensive touching, and other verbal, graphic, or physical conduct of a sexual nature, regardless of the sex of the harasser or victim.

If you feel you are being harassed in any way by another employee, or by a customer, or anyone with whom you come in contact during your work, you should make your feelings known immediately. Our company will protect the confidentiality of harassment complaints as is reasonably possible. You may report harassment to your supervisor or the owner.

Harassment is unequivocally prohibited when:

1. Submission to the conduct is made either an explicit or implicit condition of employment.
2. Submission to, or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee.
3. The harassment substantially interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Rest assured that you will not be penalized in any way for reporting harassment concerning yourself or any other person, or

for providing information related to such complaints. Our Company will take immediate action against anyone who seeks reprisal as a consequence of harassment being reported or information being provided regarding harassment.

All harassment complaints will be promptly, thoroughly, and impartially investigated. When our Company determines that the No Harassment Policy has been violated, immediate and appropriate corrective action, including disciplinary action, will be taken.

Do not assume that our Company is aware of your problem. It is your responsibility to make known your complaints and concerns so that they may be addressed and resolved. If you have reported harassment and are dissatisfied in any way with the action taken, immediately report your dissatisfaction to a higher authority.

ADDRESS AND PHONE NUMBER

All employees shall provide **Our Salon** with their current address and phone number and cell phone number, including those of their nearest living relative. For annual W2 delivery, all employees must keep their personal contact information updated even if the employee is a seasonal employee or is no longer working for the company.

CONFIDENTIALITY

Any employee discussing pricing, earnings, personal or other internal affairs of **Our Salon**, or making any damaging statements to competitors, suppliers or fellow team members will be dismissed immediately. **Our Salon** may take legal action if this policy is broken.

HONESTY

All employees have been hired with trust and confidence placed in them by management and our clients. Many employees will be handling money, materials and other property of **Our Salon** and clients. Any client personal items found must be placed in the till or lost and found and the client notified immediately. Many employees will have keys to the buildings. Keys must never be given out to others. Employees are not allowed in the building for any reason after store hours. Any employee in violation of the trust placed in them will have their employment with this firm terminated immediately upon proof of such violation and without notice of any kind.

Any employee and or friends and family members caught stealing from **Our Salon** will be, without hesitation, prosecuted to the FULLEST extent of the law.

SUGGESTIONS

All suggestions are appreciated. We fully realize that improvements can, and always should be made. Because you are on the frontline, you may come up with a good idea on how to save time, improve our overall relationships, etc. Please bring any suggestions and/or complaints directly to your supervisor, this includes complaints of coworkers. It is our sincere desire to provide all the assistance that we possibly can to help you in your continued employment with us.

REFERENCES

Your company is always glad to cooperate with former employees by answering as fully as possible any inquiries that may be received from their prospective employers. To do this, we will require signing of a release form.

RESIGNATION

If an employee wishes to terminate their employment, they should present their resignation to their supervisor at least two weeks in advance of the date they wish to leave. Your resignation should be written. Any inventory, or other company property, and balance on account will be deducted from the final paycheck.

EQUAL OPPORTUNITY EMPLOYMENT

We feel that each employee should work in an environment free from arbitrary discrimination. Employees shall receive fair treatment at all times without regard to race, color, creed, religion, sex, national origin, marital status, political beliefs, physical or mental handicaps.

EMPLOYEE ADVANCEMENT

Our company has a bright future. Public demand for our quality services continues to grow; also the number of homes, and business continues to grow, and we are determined to develop and meet these growing needs. This means that your future is bright too, if you do your job well, carry out all our responsibilities and otherwise help **Our Salon** reach its goals. Promotions are based on experience, promptness, and productivity. Pay raises will be granted based on improvement and increase in these areas, and in general, with respect to the value added to the company and the company's financial position.

PUNCTUALITY AND DEPENDABILITY

It is the responsibility of each employee to know his her work schedule and to always be on time. Each employee is required to

arrive for work 10 minutes prior to his or her shift for change over. If you fail to do so you will be considered late to work. Your first occurrence will be a warning, the second occurrence will be a written warning, the third occurrence is a 30 day probationary period, and the fourth occurrence is termination of employment.

PAY PERIODS

Paydays are every other Friday. Your check pays for the hours worked during a two week period. Payroll starts on a Monday and ends on the Sunday prior to payday. Payroll is delivered to the salon by our payroll servicing company each payday between 1pm and 3pm. You may pick up your paycheck after 3pm on payday and not before then. Cash advances are not in our payroll policy. Please do not ask. We allow employees to charge up to \$50 during a pay period on their employee account for tanning retail products. If you choose to utilize your employee charge account you authorize **Our Salon** to deduct the balance due on your employee account for that current pay period. All employee account balances are to be paid in full during the pay period they were charged.

TIME KEEPING

You will clock in and out on the computer system using your log-in. If you forget to clock in or out, please tell your supervisor or leave a detailed note. Continued practice of not clocking in or out could lead to your time being docked 30 minutes for that day.

PAY RATE

Your performance is continually evaluated by your supervisor and periodically (not less than once every 12 months) you are considered for a change in your pay rate. Whether or not you receive a pay increase is affected by such items as; quantity and quality of work, sales performance, self-improvement, and increased value on the job, general attitude, attendance and loyalty.

Individual salaries and wages for each employee are established by mutual agreement between the employee and management. You do not discuss with others what your pay scale is. Adjustments, increases and other factors that have an effect on the employee's compensation are matters for discussion between the employee and management on a private and individual basis. Management will review and discuss with each employee, salary and wages on a prearranged schedule.

COMMISSIONS

All qualified employees are paid a 5% commission on all full size bottles of lotion that meet seasonal minimum requirements. Commissions will be paid once a month by the 5th of the month for the previous month.

LOANS AND SETTLEMENT OF ACCOUNTS

Our Salon has a firm policy of not granting loans to employees. All employee account balances for products charged are to be paid in full during the pay period they were charged.

WORK DAY

Our Salon is open 7 days a week. Management must approve any changes of the work schedule.

PROFESSIONAL BEHAVIOR AND APPEARANCE

All employees shall present themselves in a professional manner at all times. This includes both appearance and behavior. Employees are not allowed to fraternize with the clientele.

LUNCHESES AND BREAKS

Each employee will receive a 10 minute rest period for every 4 hours worked. Employees scheduled to work an 8 hour shift will get a 30-minute lunch break at approximately half way through their shift (Depending on number of team members on the shift). You are required to stay on the premises during breaks. You do not need to clock out for breaks as your schedule includes paid break times.

CHAIN OF COMMAND

In all instances, the chain of command shall be used in this order:

The manager or the owner, any problem that cannot be handled by an employee shall refer to the proper chain of command. If there is ever a problem with a client, remember, stay calm, always do your best to keep the client happy, and refer to the chain of command on how best to handle the circumstances at hand.

SUPPLIES

Our Salon will furnish you with the necessary supplies. You are expected to treat them as your own. If you wear out or break something, return it to your supervisor for replacement. Please try to be gentle when using large industrial items such as, vacuums, washing machine, dryers, cordless phones, caller ID machines and sweepers. These are very expensive and we try very hard to take care of these items. Removal from the salon of cleaning supplies, office supplies, or maintenance supplies for personal use is not allowed and considered theft.

ABSENCE

You are expected to report to work on time, always. Unnecessary absenteeism and tardiness is expensive, disruptive and places an unfair burden on other employees and your supervisor. Unsatisfactory attendance will result in discharge. Unnecessary absenteeism and tardiness will impact any promotion considerations. Schedules are written monthly. Any schedule changed must be made through your supervisor with a minimum two week notice. You are responsible for cooperating with your supervisor to assure that your shifts are covered in the event you need a scheduled absence.

In the event of an emergency, each employee is expected to call their supervisor (not an answering machine, or voice mail) 24 hours prior to their scheduled shift if they cannot report to work on any particular day or a minimum of 2 hours in advance of your shift if you are going to be late. Explain why you are going to be absent or late and when you expect to arrive to work. It is your responsibility to ensure that proper notification is given. Asking another employee, friend, or relative to give this notification is not acceptable except under extreme emergency circumstances such as hospitalization. If you must leave work early, always inform your manager as far in advance as possible. An employee calling in at the last minute after the schedule has been set can cause disruption to the work schedule and other employees. This is to be avoided by scheduling any time off needed or schedule changes two weeks in advance with your supervisor. Any employee absent from work without an excused absence from management, or written excuse from a doctor will be subject to the following: The employee will be dismissed, and as a result will not be able to secure unemployment benefits. **THIS POLICY WILL BE STRICTLY ENFORCED.** Any sickness absence will require a doctor permission slip to return to work.

A good attendance record is a sign of a good employee. Attendance will be considered in your evaluation for pay increase. An employee who is absent without good reason is not "pulling their share of the load," and, therefore, cannot expect to enjoy the same job security as other employees. If you are sick, we expect you to stay at home, but the company has no sick leave pay. During slow

season we have only half of the staff of employees we have during the busy season and therefore less people to cover for you in case of illness. We highly recommend you take good care of yourself including building your immune system, proper nutrition and rest. Our business relies on dependable healthy employees. If you are calling in sick for work and you are not sick, we reserve the right to terminate your position. Occasional time off will be granted for personal or business matters at the discretion of management with proper notice. All requests must be in written form, and is provided by management, handed in two weeks minimum prior to requested day off. If the request is granted, it will be posted on the employee calendar. Please note that time off will be kept as even as possible with all employees, seniority does come to play with request of time off.

Schedule changes are not encouraged. Any changes to the work schedule must be approved in advance by management.

COMPUTER AND E-MAIL USE POLICY

The computer information system, including e-mail and Internet access, is for the use of authorized personnel only. Individuals using this computer system without authority, or in excess of their authority, are subject to disciplinary action, up to and including discharge. In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of all authorized users will be monitored. To protect our systems security, every user should use his/her own name or employee code to access the system. Using another person's employee code or giving your password away is forbidden. Personal use of our computer system for any reason - games, e-mail, internet access is forbidden.

COURTS AND HEARINGS

Employees will not be paid for time absent due to court appearances, hearings or jury duty.

AUTOMATIC DISMISSAL

No one can work effectively when under the influence of alcohol, Non-prescription drugs, narcotics, or marijuana. Use of these items or any other controlled substance will result in immediate termination. **Our Salon** reserves the right to random drug testing of any employee without notice. Any employee who fails to perform their job to the proper work standards or has poor quality workmanship will be informed of their inferior performance. If the employee continues to have unsatisfactory performance, they will be replaced.

An employee who is belligerent or discourteous to **Our Salon** clients, employees, or suppliers will be terminated. Reasons for

automatic discharge is listed below (this is not an all-inclusive list of reasons).

- Drunkenness at or before work.
- Use of drugs at or before work.
- Theft of company or employee property (including tanning).
- Intentional destruction of property.
- Falsifying computer records.
- Falsifying receipts etc.
- Gross insubordination (refusal to work, threatening or abusing supervisor).
- Lying or omitting critical information on an application.
- Committing a threatening act (safety, health, and well being of another person).
- Failure to report to work without supervisor permission.
- Register shortages (explained in detail under Register).

TERMINATION OF EMPLOYMENT

Should your employment be terminated, you must return company property prior to preparation of your final earnings. An exit interview will be arranged in the office for all persons leaving the company. Once your exit interview has been completed, you will receive your final paycheck. Failure to comply with these rules will result in a deduction in your final check to cover the cost of the unreturned company property. If you were given a key to the business it must be returned within 24 hours or **Our Salon** has the right to have the locks of the business changed at your expense. The bill for the lock change will accompany your final check to verify amount deducted and mailed to your last known address in our computer system.

MATERIALS

All materials purchased are company property and should be properly stored in designated areas. Any property leaving **Our Salon** without authorization will be considered theft.

OUTSIDE EMPLOYMENT

Working for direct competition is prohibited. Other employment must be approved by management on a case by case basis. In the case of approved outside employment your schedule at **Our Salon** should be treated with respect. In the event that outside employment begins to affect your work, or work schedule at **Our Salon**, a decision will have to be made about your continued employment with **Our Salon** by management.

HEALTH AND SAFETY

Rules help prevent accidents, but your cooperation and assistance are also needed to eliminate accidents. ALWAYS THINK SAFETY.

In the event of an accident, notify your supervisor at once. Any serious injury should be treated at once at the local hospital's emergency room. Safety is an important part of your job. You are expected to know the rules and to consider them a part of your basic working instructions. Keep in mind that no set of safety rules can possibly cover every set of circumstance. In order to work safely, you must use good judgment and common sense. Remember that accidents don't just happen, they are caused. Don't be the cause of injury to yourself or others.

NEW EMPLOYEES

A new job in a new place takes some adjustment. To help you in doing this, here are some guidelines. Your supervisor will review this with you:

- Don't hesitate to ask questions.
- Accept established operating procedures.
- Discuss any changes that you feel should be made and all variations with your supervisor before making them.
- Get use to your surroundings.
- Cooperate with experienced employees.
- Observe all regulations.
- Report all unsafe conditions and unsafe acts.

GENERAL SAFETY RULES

We've found that if basic rules are followed, the chances of an injury are considerably reduced.

- Don't operate equipment that you don't understand.
- Don't attempt to lift heavy objects.
- Know the location of fire extinguishing equipment and how to use it.
- At closing time always lock the front door while vacuuming and counting your till.
- Check side doors to make sure they are secure and locked.

HOUSEKEEPING

Housekeeping is perhaps one of the most important contributors to a safer work place. Here are some suggestions to follow so that everyone will benefit.

- A clean work area improves working conditions and reduces accident causing hazards.
- All spills need to be cleaned immediately.
- Drink containers shall never be near the computer equipment due to spills.
- Never block aisles, doorways, or hallways.
- Store all materials in the proper manner and place.

HOLIDAYS

Due to the nature of our business, holidays are some of our busiest workdays. Please don't ask for holidays off, if at all possible. You won't be asked to work these days unless you are needed. This is where teamwork is really needed.

DRESS CODE

The dress code is a very important part of, not only first impressions with our clients, but, also with our businesses image. The dress code listed below will be strictly enforced.

- Hair must be completely styled (no styling hair at work) and nicely kept. It may not be wet.
- Hats are not allowed.
- Shoes must be clean and in good condition. Shoes must be worn at all times in compliance with health and sanitation codes.
- No halter tops or backless tops.
- The midriff section of your body must be covered at all times.
- The only piercing that we allow are ears. Any others need to be removed before work.
- If you plan on coloring your hair any shade other than a natural color you will need to ask permission from your supervisor. Some examples may include: green, black, red, orange etc.
- Fingernail polish must be all the way on or off.
- Skirts need to be long enough for when you bend over to clean the units your backside does not show.
- Low cut tops or tanks need to cover your bust line and may not be too revealing or show undergarments.
- T-Shirts are not allowed unless it is a semi-casual attire but must be clean and pressed to look professional.
- The only Logo T-Shirts allowed are for products that we sell i.e. lotions or tanning and must be approved before wearing to work. T-shirts are considered weekend wear and not professional for work.

- Shorts must be worn with a shirt that will dress up their appearance to look professional and be of a respectable length. No short shorts or cut offs allowed.

UNACCEPTABLE BEHAVIOR

Listed below is a list of items that we consider unacceptable and unprofessional. We give one written notice on the first offense. The second offense will be termination. This will be strictly enforced.

- Sitting on the counters is NOT allowed.
- Using the laundry stool to sit behind the counter is NOT allowed.
- Eating behind the counter is allowed as long as you keep the area neat and clean.
- Homework is NOT allowed. If all work is complete, study the tanning manuals.
- Using the computer for personal use or homework is NOT allowed.
- Cell phones must be turned off while on duty and left in the back room along with bags and purses.
- Personal phone calls are not allowed. Please advise family and friends not to call you while you are working. This includes making personal phone calls, unless there is an emergency.
- Long Distance calls are NOT allowed.
- Friends or family stopping by to visit is NOT allowed. They disrupt you while you are working.
- If you are not clocked in, do not come behind the front desk counter.
- Do NOT sit in lobby while you are waiting for clients to come out of their rooms.
- You may not tan while working unless you have clocked out and are on break.
- Patronizing any other tanning facility while working for our Company is unacceptable and will result in termination. Unless asked to do so by management.

TRAINING

We learn through training. No one ever reaches a point where further training is unnecessary. Because experience alone is a poor and expensive teacher, we encourage and expect you to constantly seek training and take advantage of company programs. Improvement in both work habits and knowledge is necessary to keep

abreast of ever changing work techniques and industry. Employees are required to participate in all company meetings and trainings.

SALES TO EMPLOYEES

All employees are required to have their supervisor ring up any items that they may want to purchase. Employee benefits are for permanent annual and seasonal employees only.

PARKING

Employees are asked not to park in front of the business, please keep those parking spaces open for our clients. We have a designated parking space for employee use. Be aware of your surroundings, and have your keys ready to unlock your door. Report any burned out lights in our parking lot immediately to your supervisor.

TANNING

Tanning for most people, is a relaxing experience the client looks forward to. It is our objective to ensure that this experience is one that they will enjoy every time they come to tan. Clients do not want a room that is dirty. Please make sure all rooms are cleaned immediately after use by a client. DO NOT allow a room to remain dirty for any reason. Please make each tanning experience one of the best our clients have ever received.

CLEANLINESS

Know how to properly clean and detail each unit. Tanning units should be cleaned immediately after each client has left the room. It will help stay on schedule and prevent the tanning lotions from drying into the acrylics. One person should remain up front, when possible, while the other cleans the room. When working alone and a room needs cleaning, listen for the door chime and keep looking down the hallways for clients.

Every time you clean a room you need to clean the top of the unit, bottom of the unit, clean and replace the pillow, sanitized bed sign, vacuum the floor, pick up any trash, reset the fan, turn down the stereo, and place a client towel in the middle of the bottom acrylic (in the same place every time) nicely folded with the towel facing the client as they enter the room with the sanitized sign on top of the towel. Always clean the units in this order so you don't forget an item.

Make sure the volume on the radios is at a comfortable level and that it is turned back to the proper station that the other rooms are set at.

Please keep up on the salon laundry. Allowing the salon towels to get backed up will cause disruption in our performance.

Employees should trade off cleaning the units. If the store is busy, the employee with the most sales and computer experience shall remain up front.

Before any employee leaves their shift, all tanning units must be cleaned and the laundry must be transferred. This also includes the hall items to be stocked for use. Please leave your shift the way you would like things to be when you get to work.

PROTECTING THE CLIENT FROM BURNING

It is important to understand how the tanning units work. Tanners should start gradually. Never increase anyone's time more than 2 minutes at a time. No one is allowed to tan twice in one day. SUNBURN damages the skin, tan in moderation.

It is the employee's responsibility to not BURN the clients. You are the professionals. Most tanning salons do not use the type of tanning lamp that we use, nor do they change their lamps as regularly as we do. New clients are not used to the intensity of lamps we have and need to start slowly, some will listen to you and your advice, but others will insist on going longer than you recommend for them. It is your responsibility to educate them about our equipment and that it is harmful to over expose their skin. It is better to have them be a little unhappy that you reduced their tanning time than to have an angry BURNT client that can sue us.

It is up to you to determine how long the client should tan on their first visit in our beds based on their skin type. Any client that insists on going longer than we recommended will not be able to tan at **Our Salon**. We do not want to start an argument with our clients, but we are not in the business to burn people. We believe in moderate, sensible and responsible tanning and to educate our clients in the proper way to achieve a base tan.

If after explaining all these things to your client they still insist on tanning for longer than you recommend, explain to them this -

1. You value your job and don't want to be terminated for allowing them to tan longer than they should and possibly causing them injury

Every client must read and sign a consent form. Consent forms never leave the building for any reason.

Minors under the age of 18 must have a parent's signature on the consent form. A hand written note from a parent is not acceptable.

EYE PROTECTION

Eye protection is made available to all clients for purchase. All clients using a tanning bed must use FDA compliant eye protection. You must educate our clients on the importances of wearing eye protection. Closing your eyes, covering your eyes with the client towel, or using sunglasses is not enough. Not using FDA recommended eyewear while tanning could result in permanent damage to the eye.

KNOW YOUR CLIENTS

By now you have noticed that indoor tanning has become quite common, but don't assume that a client has tanned indoors before. Every new client must read and understand the release form before they tan. Then it is our responsibility to walk them back to a room and explain our procedures and how our equipment and timers work. This is a lot more personal, and the kind of service we provide is the key to customer satisfaction.

Friendliness is the most important aspect of our business. Without clients, none of us would have a job. When a client enters the store greet them within 5 seconds even when you are working with another client. Let them know that you see them and that you will be right with them. If you know the client's name, call them by name, never guess. Always be friendly to the client as they leave the store, tell them to have a nice day, see you soon, and always smile! The best way to gain rapport with our clients and the highest form of flattery is to address them by their first name. Always use a clients name when speaking with them over the phone and in the salon.

We value customer satisfaction as our number one goal. Great customer service brings repeat clients and word of mouth advertisement.

THE TANNING PROCESS

Tanning takes place in the skin's outermost layer, the epidermis. About five to ten percent of the cells in your epidermis are special cells called melanocytes. When exposed to ultraviolet B light (short wave ultraviolet), melanocytes produce melanin, the pigment that is ultimately responsible for your tan. The pinkish melanin travels up through the epidermis and is absorbed by other skin cells. When exposed to ultraviolet A light (longer wave), the melanin oxidizes or darkens. This darkening is your skin's way of protecting itself against too much UV light.

Everyone has the same number of melanocytes in their body, about 5 million. Hereditary dictates how much melanin your body's melanocytes naturally will produce. For example, the skin of African Americans contains enough melanin to create a black or brown color, while the skin of Caucasians has less melanin and is pale.

In order to most effectively avoid overexposure, a tan should be acquired gradually, according to the guidelines prescribed by our salon. A sunburn, or erythema, occurs when too much ultraviolet light reaches the skin and disrupts the tiny blood vessels near the skin's surface.

Why does a tan fade? Cells in the epidermis germinative layer (also called the living epidermis) are constantly reproducing and pushing older cells upward toward the horny layer (dead epidermis), where they are sloughed off every 15 to 45 days, so about once a month. As your skin replaces its cells, the cells laden with melanin are removed. So the tanning process must continue with the new cells.

When exposed to ultraviolet light, melanocytes in the germinative layer produce melanin, which is absorbed by the surrounding cells. This creates a protective barrier from ultraviolet light reaching deeper, more sensitive layers of the skin. This whole tanning process is the body's own natural defense against sunburn. By Law, indoor tanning facilities cannot say that indoor tanning is safe. But, you can discuss the control offered in the indoor tanning environment.

SELL YOURSELF

The most important thing to sell before you sell anything is yourself. Make the customer like you. How many times have you not bought something that you kind of wanted but you just didn't like the sales person? Make them like you first by mirroring them. Always mirror the person (get in the habit)... if the person is being quiet, you talk quiet. If the person is loud, you talk loud. If the person laughs a lot, you laugh with them. This makes them like you better because you remind them of themselves subconsciously. Try to see the world through their eyes, you can sell them anything.

Never give out pricing over the telephone. If a customer is shopping tanning salons by telephone they will ask you many questions. Your #1 goal is to get that client into our salon and make them happy while making them a paying customer of our

establishment. As a business when a new client calls to shop around you have only ONE chance to make a first impression! When dealing with telephone inquiries keep your phone conversation short and get them into the salon ASAP where you can give that client your undivided attention.

Example:

Customer calls: "Hi, can you tell me what your tanning packages cost?"

You: "Thanks for choosing **Our Salon** today, we are very busy because our services are very popular. We have many different types of tanning equipment here in this one convenient location for you and therefore many different package options. I know that we will exceed your expectations while helping you attain your tanning and skin care goals. We would love to give you a tour of our salon and a tan this evening I have a few openings tonight between 6:00pm and 7:30pm or tomorrow morning between 9:00 and 11:30 what time would be best for you?"

Once you set a time for that client to come in, as quickly as possible ask "Do you know where we are located?" and if they say yes... "Thank you we will see you then" and hang up! #1. you want to get back to helping our in house clientele, they deserve your undivided attention. #2 You do not want to allow that new client to ask any more questions until they are in our salon where you can give them relaxed undivided attention and educated answers. When you are on the phone you are in a hurry to get off the phone and help our clientele that is waiting for you to get off the phone and help them. You do not want to give the new client on the telephone the impression that you do not have time for them or they will tan at another salon. You want to give a great first impression and also convey the message that you have current clients in the salon who need your attention because we are a busy and popular salon. Then they will want to be one of those people coming to the most popular salon in town!

Remember, only through educating yourself can you effectively and efficiently educate your clients. Educating your clients will earn their trust in you. When your clients trust you, they will purchase whatever you recommend for them.

ACKNOWLEDGEMENT

I have read and understand all of the rules, policies, terms, and conditions contained within this Employee Handbook and I agree to abide by them. I understand that failure to do so may result in disciplinary action up to and including the termination of my employment. I understand that the rules, policies, terms, and conditions contained within the Employee Handbook are subject to interpretation, review, and change by management at any time.

I agree that this employee handbook shall not bind **Our Salon** to employ me now or in the future. I also understand that no representative of **Our Salon**, except the owner, has the authority to enter into an agreement for employment for a specified period of time or to assure my continued employment or to assure any benefits or terms or conditions of employment. I understand and agree to the terms or conditions of employment and the policies in this handbook. I understand that if I fail to comply with the policies in this employee handbook my employment may be immediately terminated. I understand and agree that the terms of my employment may not be modified in any way by any representative of the Company except the owner or manager. I understand that any agreement to modify the terms or conditions of my employment must be in writing and signed by the owner or manager.

Employee Signature

Date