

INTERVIEW COMPENSATION

OVERVIEW

TEAM LEADER / SHIFT LEADER



Three Sources of Income

At WhiteWater, we give every team member, at every level, the opportunity to earn money through three methods. Best of all, as a new team member, you will already have the opportunity to earn money from three sources. Through the efforts of the team, and the Spartans that make up that team, everyone can directly affect the amount of money they make each paycheck.

Each member of the team can directly impact their pay through interacting with customers and providing exceptional customer service, maintain our equipment and ensuring we deliver a high-quality product, and ensuring customers are informed about all the great things WhiteWater has to offer. Now, let's review the three streams of income for the Team Leader and Shift Leader positions.

Membership Bonus

The membership bonus program rewards stores for both the growth and retention of Unlimited Speed Club members. Each month, the store will receive a monetary bonus based on the number of active members at the store when the year began. The base bonus remains the same throughout the year, but by retaining members throughout the current year, we are able to increase our membership base bonus for the next year.

The base bonus begins at \$500 once the store reaches 500 members. From there, the bonus increases at 1,000 members to \$750. After 1,000 members, the base bonus increases at 1,000 member intervals. So, for every thousand members added and retained each year, the base bonus amount will increase in the following year.

In addition to the base bonus, stores also receive the growth bonus of \$1.50 for every incremental member added during the calendar month. So, the more memberships sold by the store team each month, the higher the bonus amount will be.

Tips

We provide our customers the ability to tip our teams for outstanding service. As tips are received from customers, they are put into a pool. At the end of each pay period, the total amount of tips collected and the total number of hours worked by the Team Leader and Shift Leader positions will be calculated.

For each individual that worked at that store during the pay period, the hours they worked at the store are divided by the total hours worked in that period by all eligible employees at the location. This results in the percentage of total hours worked by the individual. From there, the individual's percentage of hours is multiplied by the total amount of tips collected for the period, and this results in the amount earned by the individual.

Hourly Pay

Hourly pay is the base rate that you earn for each minute and hour that you work. While this is the most obvious and stable stream of income, it is still impacted by the number of available hours the location has for each position on the schedule. The available hours are based on the number of cars the store washes, so more cars washed equals more available hours which creates more opportunity for everyone.

INTERVIEW COMPENSATION WORKSHEET INSTRUCTIONS

TEAM LEADER / SHIFT LEADER



BASE PAY:

Paid Biweekly

Insert hourly rate
for the position.
Example:

\$12

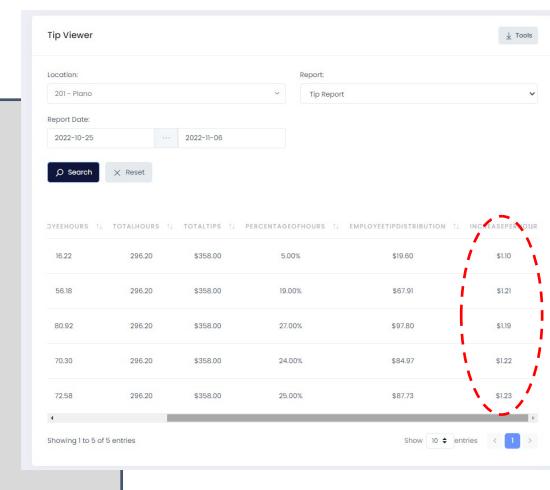
Tips:

Paid Biweekly

Look up \$/hr in Tip
Viewer, located in
the Operations
drop down menu
on the WhiteWater
Intranet. Example:



\$1.50



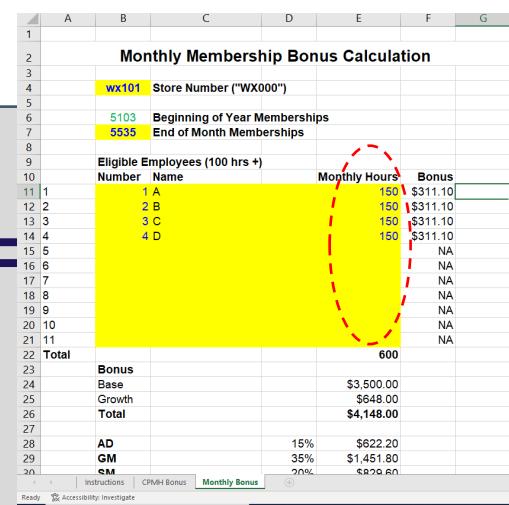
Membership Bonus:

Paid Monthly

Pull most recent Bonus
Calculation template
and review \$ bonus
per hourly employee.
Divide by number of
hours worked.
Explain that the base
component is
guaranteed each
month



\$311/150 hrs =
\$2.07



INTERVIEW COMPENSATION WORKSHEET INSTRUCTIONS (CONT'D)

TEAM LEADER / SHIFT LEADER



Total Hourly Rate:

Sum of the 3 types of
compensation

\$15.57

**Annual
Compensation**

Multiply by 2080 (40 hrs x 52
weeks) to estimate annual
compensation

\$32,386

QUESTIONS/COMMENTS: Email: mhord@whitewatercw.com

INTERVIEW COMPENSATION WORKSHEET

TEAM LEADER / SHIFT LEADER



BASE PAY:

Paid Biweekly

Tips:

Paid Biweekly



Total Hourly Rate:



Membership Bonus:

Paid Monthly



Annual
Compensation

QUESTIONS/COMMENTS: Email: mhord@whitewatercw.com

INTERVIEW COMPENSATION OVERVIEW

STORE MANAGER / GENERAL MANAGER



Three Sources of Income

At WhiteWater, we give every team member, at every level, the opportunity to earn money through three methods. Through the efforts of the team, and the Spartans that make up that team, everyone can directly affect the amount of money they make each paycheck. Each member of the management team can directly impact their pay through interacting with customers and providing exceptional customer service, maintaining our equipment and ensuring we deliver a high-quality product, and ensuring customers are informed about all the great things WhiteWater has to offer. Additionally, as a manager pay can also be impacted by monitoring and controlling labor costs, effectively developing team members, achieving store goals and benchmarks, and consistent performance of all duties and responsibilities. Now, let's review the three streams of income for the Store Manager and General Manager positions.

Membership Bonus

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The base bonus begins at \$500 once the store reaches 500 members. From there, the bonus increases at 1,000 members to \$750. After 1,000 members, the base bonus increases at 1,000 member intervals. So, for every thousand members added and retained each year, the base bonus amount will increase in the following year.

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CPMH Bonus

Cars per man hour, or CPMH, provides insight into the effectiveness of labor usage. This labor usage metric compares the number of labor hours to the total number of cars washed for a specific period. Managing labor effectively ensures we always have the appropriate number of team members, at the appropriate times. Through the use of the static schedules and making location-specific adjustments to account for average hourly volume, weather and other factors, labor can be effectively managed.

The CPMH bonus is calculated biweekly based on the CPMH for that period. The number of cars washed and the CPMH achieved in a period will determine the bonus amount per car. The bonus amount per car is then multiplied by the total cars washed in the period which results in the biweekly bonus amount.

Base Pay

Base pay is the gross annual compensation earned by management team members. Base pay is determined by a number of factors including tenure, store performance, market, team member development and promotion, quarterly evaluations, and more.

QUESTIONS/COMMENTS: Email: mhord@whitewatercw.com

INTERVIEW COMPENSATION WORKSHEET INSTRUCTIONS

STORE MANAGER / GENERAL MANAGER



BASE PAY:

Paid Biweekly

Insert annual salary

Example:

\$36,000

Cars per Man Hour Bonus:



Paid Biweekly

Pull most recent Bonus Calculation template and review \$ bonus for the position Multiply by 26 for annual rate.

$$\begin{array}{r} \$360 \times 26 = \\ \$9,360 \end{array}$$

Membership Bonus:



Paid Monthly

Pull most recent Bonus Calculation template and review \$ bonus for the position Multiply by 12 for annual rate.

Explain that the base component is guaranteed each month (i.e. part of salary). Calculate “base” by setting the Beginning of year memberships equal to End of Month

$$\begin{aligned}\$830 \times 12 &= \$9955/\text{yr} \\ \text{Base} &= \$700 \times 12 = \\ &\quad \$8400/\text{yr}\end{aligned}$$

	A	B	C	D	E	F	G
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14							
15							
16							
17							
18							
19							
20							
21							
22	Total					600	
23	Bonus						
24	Base					\$3,500.00	
25	Growth					\$648.00	
26	Total					\$4,148.00	
27							
28	AD				15%	\$622.20	
29	GM				35%	\$1,451.80	
30	CM				20%	\$929.60	
	Instructions	CPM4 Bonus	Monthly Bonus				

\$55,315

(\$44,400 guaranteed)

Sum of the 3 types of compensation

INTERVIEW COMPENSATION WORKSHEET

STORE MANAGER / GENERAL MANAGER



BASE PAY:

Paid Biweekly

Cars per Man Hour Bonus:

Paid Biweekly



Membership Bonus:

Paid Monthly



Annual Compensation



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