

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. 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 team member can directly impact their pay by greeting customers at the pay stations, interacting with customers in the lot and educating customers about all the great things WhiteWater has to offer. Now, let's review the three income streams for the Team Leader and Shift Leader positions.

Tips

Our customers, especially our Unlimited Speed Club members, love rewarding our teams for outstanding service, which they do in the form of tips. As tips are received from customers, they are put into a pool. At the end of each pay period, the total amount is calculated, and the total number of hours worked by the Team Leader and Shift Leader positions will be calculated.

For everyone who worked at that store during the pay period, the hours they worked at the store are divided by the total hours worked 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 tips collected for the period, which results in the amount earned.

Development Incentive Program

Our objective is to create a more motivated and capable workforce by providing clear paths for advancement and recognizing team member achievements with financial rewards. The Development Incentive Program is centered around the WhiteWater Development Path and is designed to be completed at your own pace. You will use online modules, development workshops, and a development sign-off form to track your progress and success as you navigate the path, and eligibility for a compensation increase will come as you reach key milestones. Once you've completed all the necessary development programs, you will become eligible for a compensation increase. Let's review the milestones and associated pay increases.

- Team Leaders who complete all available Team Leader programs and sign-offs will receive a \$1/hour increase in their hourly pay.
- Team Leaders who complete all available Shift Leader programs and sign-offs will receive a \$1/hour increase to their hourly pay.
- Shift Leaders who complete all available Store Manager programs and sign-offs will receive a \$1 hour increase in their hourly pay.

Hourly Pay

Hourly pay is the base rate for each minute and hour you work. While this is the most obvious and stable income stream, 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 opportunities for everyone.

INTERVIEW COMPENSATION WORKSHEET INSTRUCTIONS TEAM LEADER / SHIFT LEADER



BASE PAY:

Paid Biweekly

Insert hourly rate
for the position.

\$14

Tips:

Paid Biweekly

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



\$1.57

Total Hourly Rate:

Sum of the 2 types
of compensation



\$15.57

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

**Annual
Compensation**

\$32,386

Tip Viewer					
Location:	Report:	Report Date:			
201 - Piano	Tip Report	2022-11-06			
ALHOURS	TOTALTIPS	PERCENTAGEOFGHOURS	EMPLOYEE TIP DISTRIBUTION	INCREASEPERHOUR	
296.20	\$358.00	5.00%	\$19.60	\$1.10	\$1.21
296.20	\$358.00	19.00%	\$67.91	\$1.19	\$1.22
80.92	296.20	27.00%	\$97.80	\$1.19	\$1.23
70.30	296.20	24.00%	\$84.97	\$1.22	
72.58	296.20	25.00%	\$87.73	\$1.23	

INTERVIEW COMPENSATION WORKSHEET

TEAM LEADER / SHIFT LEADER



BASE PAY:

Paid Biweekly

Tips:

Paid Biweekly



Total Hourly Rate:

**Annual
Compensation**



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

The membership bonus program rewards management team members 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.

CPLH Bonus

Cars per labor hour, or CPLH, 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 CPLH bonus is calculated biweekly based on the CPLH for that period. The number of cars washed and the CPLH 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.

INTERVIEW COMPENSATION WORKSHEET INSTRUCTIONS

STORE MANAGER / GENERAL MANAGER



BASE PAY:

Paid Biweekly

Insert annual salary
for the position.

Example:

\$36,000

Cars per Labor Hour Bonus:

Paid Biweekly

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



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

Star	Team Lead	CPMH	Cars per Biweekly Pay Period								
			0-8000			8001-7500			>7500		
GM		SM	Total	GM		SM	Total	GM		SM	Total
<11											
11-11.99											
12-12.99		\$0.024	\$0.016	\$0.040							
13-13.99		\$0.024	\$0.016	\$0.040							
14-14.99		\$0.024	\$0.016	\$0.040							
15-15.99		\$0.030	\$0.022	\$0.055							
16-16.99		\$0.033	\$0.022	\$0.055							
17-17.99		\$0.033	\$0.022	\$0.055							
18-18.99		\$0.040	\$0.030	\$0.070							
19-19.99		\$0.045	\$0.030	\$0.075							
20-20.99		\$0.045	\$0.030	\$0.075							
21-21.99		\$0.045	\$0.030	\$0.075							
22-22.99		\$0.060	\$0.040	\$0.100							
23+		\$0.060	\$0.040	\$0.100							

14000 Total Cars Washed (Biweekly)
480 Total Hours (Biweekly) (from Labor Statistics Report)
20.83 CPMH

General Manager:
Total Cars Washed 10000
Cents per Car 0.024
GM CPMH Bonus \$ 360.00

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



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



Sum of the 3 types of
compensation

Monthly Membership Bonus Calculation

WX101 Store Number ("WX000")

6005 Beginning of Year Memberships
6105 End of Month Memberships

Bonus	Base	Growth	Total		
AD				\$4,000.00	
GM				\$150.00	
SM				\$4,150.00	
				% of Total	\$
AD				21%	\$622.50
GM				50%	\$1,452.50
SM				29%	\$830.00

\$55,315
(\$44,400 guaranteed)

INTERVIEW COMPENSATION WORKSHEET

STORE MANAGER / GENERAL MANAGER



BASE PAY:

Paid Biweekly

Cars per Labor Hour Bonus:

Paid Biweekly



Membership Bonus:

Paid Monthly



Annual Compensation