

# 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.