

## The Sugaring Levels



Updated:  
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### Mission Statement:

*"We have all built Sugar Sugar from the perspective of the consumer. We always have capable people greeting and answering phones. We always maintain a clean spa. We work to quell "spa drama", keeping Sugar Sugar a positive, fun place to work. We always provide client solutions. We are always polite and friendly. Those are Sugar Sugar's our five pillars."*

Dear Sugarist,

Having a thorough understanding of where your career will go is vital. At Sugar Sugar, we expect all of our employees to think in terms of "career" not "job". We want you to grow at the same incredible pace we are growing at. The following for will help you understand what is expected of you in order to move your career the way you want.

Sweetly,  
Aimee Blake – Owner Sugar Sugar

## Sugaring I (GREEN LEVEL)

- Aptitude
  - Sugaring
    - Proficient in all women and young adult sugaring services. Some male services with the exception of bikini services.
    - Thorough understanding of retail in relation to sugaring. Knowledge of ingredients and their ability to help in the client's overall skin wellness.
    - Thorough knowledge of all six sugar types and how they should be used in accordance to certain body parts and chemistry.
    - Pass sugaring 101 exam with a minimum of an 80%.
    - Memorize all the sugaring prices and times.
  - Airbrush Tan
    - Ability to perform and deliver a flawless tan with both solutions. Regular and Express.
    - Pass Organic Airbrush Tanning exam with a minimum of 80%.
    - Thorough knowledge of ingredients within the Sugar Sugar tan and what makes it unique and special.
    - Thorough understanding of which products to pair with the tan.
    - Memorize all the tanning prices, including tanning packages and membership.
  - Facial
    - Ability to perform all of the following facials per the protocols set by Sugar Sugar.
      - Signature and all other basic facials (test out)
      - Diamond microdermabrasion (test out)
      - Chemical peel
      - Sugar Me Smooth
  - Lash
    - Lash is not required by all Sugar Sugar employees.
    - Ability to perform a proper Sugar Sugar lash consultation.
    - Full set lash application within 2 hours.
    - 1-2 week fill within 1 hour
- Thorough understanding of all Hylunia and Scratch skincare products.
  - Training
    - Commit to further education.
  - Product Aptitude
    - Well rounded product knowledge in order to sell product daily.
- Compensation
  - Hourly rate when NOT in service
  - 15% commission on sugaring/ facial/ tan services
  - 25% commission on all lash services.
  - 15% on Hylunia sales.
  - Skin from Scratch™ tiered compensation plan coming soon.
- Production Expectations for Promotion (Must meet 3 of 4)

- Should meet 7% of total service sales in product sales.
- Rebook rate of 53% or more
- Positive review rate of 94% or more
- 4 months

## **Sugaring II (YELLOW LEVEL)**

- Aptitude
  - Sugaring
    - Solid ability to run sugaring services all day and be on time.
    - Deeper understanding of the science of sugaring.
    - Able to oversee some training and provide helpful guidance to new hires.
    - Further education on male bikini sugaring with lead or more senior Sugarist.
  - Airbrush Tan
    - Consistent and reliable tanning.
    - Ability to teach and shadow new hires.
  - Facial
    - Ability to create proper skin regimen for clients.
    - Perform sun damage analysis.
  - Lash
    - Ability to perform full set in less than two hours if needed.
    - Train and offer assistance to new hires.
  - Product Aptitude
    - Complete understanding of all retail product and pricing.
- Compensation
  - \$10 hourly
  - Up to 17% commission on sugaring/ facial/ tan services.
  - Up to 27% commission on all lash services.
  - 15% on Hylunia sales.
  - Skin from Scratch™ tiered compensation plan coming soon.
- Production Expectations for Promotion (Must meet 3 of 4)
  - Should meet 8% of total service sales in product sales.
  - Rebook rate of 68% or more
  - Positive review rate of 94% or more
  - 4 months

## **Sugaring III (ORANGE LEVEL)**

- Aptitude
  - Sugaring
    - Run a full day.
    - Oversee less experienced sugarists/front of house. Mentor as needed.
  - Training

- Certifiable trainer
- Product Aptitude
  - Thorough understanding of each product's ingredients
- Compensation
  - \$10.50 hourly
  - 18% (or more) commission on sugaring/ facials/ tan services
  - 28% (or more depending on aptitude) commission on all lash services.
  - 15% on Hylunia sales.
  - Skin from Scratch™ tiered compensation plan coming soon.
  - Additional Flex days for illness or vacation.
  - Health Insurance Plan
- Production Expectations for Promotion (Must meet 4 of 4)
  - Should meet 8.5% of total service sales in product sales.
  - Rebook rate of 80% or more
  - Positive review rate of 94% or more
  - 4 months

Your books will be close to filled at this point. You'll find you are seeing many, many more clients. As you do, your hourly will have increased do to much more service commission.

#### **Sugaring IV – Master Sugarist (RED LEVEL)**

- Aptitude
  - Sugaring
    - Quietly run a full day.
    - Be available for question when you can.
    - Be a willing mentor.
  - Training
    - Ability to travel to various schools/workshops; giving a “Sugaring 101”
  - Product Aptitude
    - Knowledge of what your clients are using. What will help within that regimen.
- Compensation
  - \$11 hourly
  - 20% (or more) commission on sugaring services
  - 30% (or more depending on aptitude) commission on all lash services.
  - 16% on Hylunia sales.
  - Skin from Scratch™ tiered compensation plan coming soon.
  - Further Flex days (beyond Level 3) for illness or vacation.
  - Health Insurance Benefits
- Production Expectations for Promotion (Must meet 4 of 4)
  - Should meet 9% of total service sales in product sales.
  - Rebook rate of 86% or more
  - Positive review rate of 94% or more
  - 4 months

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Usually available by rebook only. Periodic openings. Ultimately through, you'll find clients complain it's tough to get in to see you. Hourly will have increased do to much more service commission.