



Do What You Love

J O I N T H E L I F E S P A T E A M





# Welcome

LifeSpa is the largest full-service salon and spa in the nation. LifeSpa is open to the public and conveniently located inside of Life Time, a membership-based luxury Athletic Country Club designed for a healthy lifestyle.

At LifeSpa, our goal is to recruit and retain the very best talent. That's why we provide industry-leading compensation, freedom and flexibility as well as incredible benefits to our team members. Investing in your education is a top priority at LifeSpa, and we'll help you grow your business with the tools, training and marketing support you'd expect from a premier employer.

In addition, becoming a member of the Life Time family provides opportunities for those with additional career aspirations, for development and succession in areas such as leadership and education.

If you are exceptional at and passionate about your craft, we would love to have you join the LifeSpa family.

# Defining Success

## LIFESPA MISSION

Enriching lives through results-focused health and beauty experiences

## LIFESPA PURPOSE

We help our guests Come to Life

## LIFESPA VISION

To be the most technician-first spa that enriches every guest's healthy way of life journey

## LIFE TIME MISSION

To provide  
Entertaining, Educational,  
Friendly & Inviting Experiences  
of uncompromising quality  
that empower everyone to  
live a healthy and happy life

Successful Technicians at LifeSpa are provided an increased level of freedom and flexibility. Successful Technicians are instrumental in all business-building decisions, including scheduling and pricing.

## THE THREE R'S OF SUCCESS

### RETENTION

- NCR consistently in mid 20% (30% is exceptional)
- ECR increasing YOY or in top 10% of category
- ECR % increasing YOY or in top 10% of category

### REVENUE

- RPH (Revenue Per Hour) increasing YOY or in top 10%.
- Achieve and maintain 70% productivity.

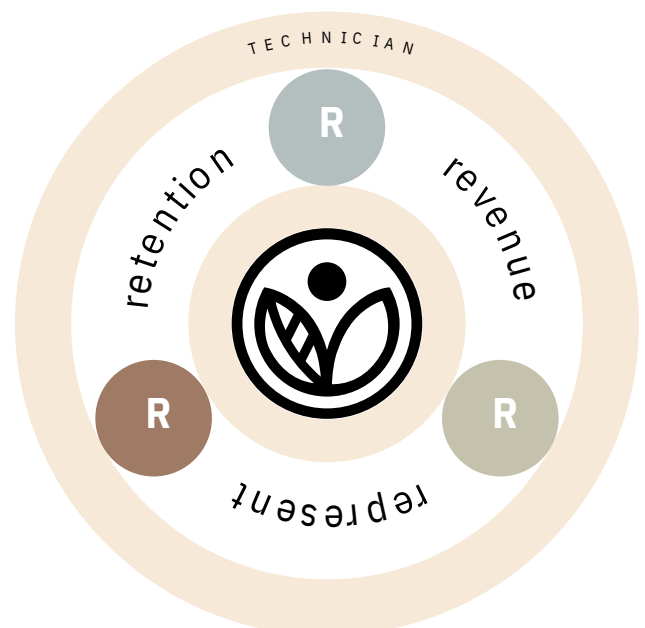
### REPRESENT

Living vision, mission and being a positive contributor to the LifeSpa

*NCR - new client retention*

*ECR - existing client retention*

*ECR % - existing client retention percentage*



# Benefits

## FOR FULL-TIME SERVICE TECHNICIANS

Below are examples of LifeSpa benefits through Life Time. LifeSpa's health insurance is modeled after some of the top plans in the nation. These examples are not meant to be a complete description and full details can be provided by Human Resources. Full-time eligibility requires a minimum of 30 hours worked per week. The following benefits may require additional qualifications.

### MEDICAL, DENTAL & VISION INSURANCE

### ACCIDENT & ILLNESS INSURANCE

**SHORT-TERM DISABILITY (STD)** Employer paid STD equal to 60% of monthly salary.

**LONG-TERM DISABILITY (LTD)** Team members may purchase LTD equal to 60% of monthly salary at a low group rate.

**PREGNANCY DISABILITY LEAVE** In joint partnership with Life Time's short-term disability carrier; a birthing parent may be eligible to receive eight weeks of 100% income replacement following the birth of their child. (Please note that Team Members who work in a statutory state will follow their state's guidelines for income replacement.)

**ADOPTION ASSISTANCE** Life Time aids in the adoption of children by paying up to \$3,000.

**BEREAVEMENT LEAVE** Up to 3 days of paid leave in the event of the death of an immediate family member.

- VACATION TIME ACCRUAL:** Vacation time accrues per each hour worked (up to 40 hours worked per week) as recorded in Workday

Eligible Years of Service Completed	Accrual Rate per Hour Worked	Annual Accrual Cap (Hours)
1	0.01923	40
2-3	0.03077	64
4-6	0.04231	88
7-10	0.06154	128
11+	0.07692	160

- SICK TIME ACCRUAL:** Sick time accrues at a rate of one hour for every 30 hours worked up to 48 hours in a year.
  - Roll over of hours are not to exceed a balance of more than 80 hours at any one time. There are no limits on use of sick time, but Team Members may never maintain a balance exceeding 80 sick time hours at any one time.

**GROUP LIFE/AD&D INSURANCE** Life Time pays for \$50,000 of term life insurance.

**VOLUNTARY LIFE/AD&D INSURANCE** Additional life insurance offerings available.

**PRE-TAX PLAN** Life Time offers team members the option to save tax money when paying for their premiums, day care, medical and transportation expenses.

**RETIREMENT PLAN** Life Time now offers both a pretax traditional 401(k) option and post-tax Roth 401(k) option with a discretionary match that is decided on in the Spring of each year.

**EMPLOYEE STOCK PURCHASE PLAN** Life Time offers team members the opportunity to purchase Life Time stock at a discounted price through our Employee Stock Purchase Program (requires at least one year of service for eligibility).

**\*\*NOTE:** In order to enroll or participate in health, life and disability insurance, retirement or pre-tax plans, the appropriate enrollment must be completed within 30 days of the team member's benefit eligibility date, which in most cases is the first of the month following 60 days of hire. Medical, dental and vision insurance benefits are discontinued at the end of the month of termination. If enrolled in medical, dental or vision insurance at the time of termination, team members are offered the opportunity to continue this coverage as stated in the Consolidated Omnibus Budget Reconciliation Act (COBRA).



# Exclusive Benefits

## FOR ALL SERVICE TECHNICIANS (Part time and Full time)

Below are examples of LifeSpa benefits through Life Time. These examples are not meant to be a complete description and full details can be provided by your LifeSpa leadership. The following benefits may require additional qualifications.

**LIFE TIME MEMBERSHIP** Each team member receives a complimentary Signature Membership to more than 150 Life Time destinations in the U.S. and Canada.

**LIFE TIME DISCOUNTS** Team members also receive discounts on all club products and services, including personal training, Life Time nutritional products, kids' swim lessons, LifeCafe® purchases, LifeSpa services and retail and more.

**EDUCATION** Upon hire, all team members receive formal Life Time and LifeSpa training and certification. We are also committed to the value of ongoing, advanced technical education. In partnership with our vendors, LifeSpa offers numerous complimentary education opportunities throughout the year.

**PRIORITY BOOKING** New, non-request guests are assigned equally among technicians. To better ensure appropriate dispersing of new non-request guests, the order of our schedule book is shuffled monthly and prioritized by the service technicians' new client retention.

**OFFER MORE TO CLIENTS** Life Time members value the convenience of LifeSpa appointments that fit into their existing routines. And since LifeSpa is open to the public, even your non-member clients will enjoy full use of Life Time's resort-like amenities on the day of their service — plus up to 2.5 hours of Kids Play time for their children. So you're not only offering your clients their favorite service, you're providing kid-free time for them to relax, refresh and come to life.

**NEW GUEST OPPORTUNITIES** With thousands of Life Time members passing through the doors of the club each day, LifeSpa technicians gain access to a built-in client base with as many as 30 to 50 new guest opportunities each month.

**TRADE SERVICES** Technicians may provide services for any LifeSpa team member for a small service fee during their off time or when not scheduled with a guest. (Service fee is a predetermined cost of product used.)

**FRIENDS AND FAMILY** Technicians may provide services for 5 individuals of their choosing (friends or family) for a small service fee during their off time or when not scheduled with a guest. (Service fee is a predetermined cost of product used.)

# Compensation Plan

The LifeSpa compensation plan was designed to motivate and reward based on successful, self-motivated behaviors. We believe the benefits of this plan compete or are better than what most independent operators can earn when operating out of a suite or rental model.

## Here is what is important to us:

- We provide top compensation to highly productive and in-demand technicians
- We provide equal earning opportunities for full or part-time team members
- We provide freedom and flexibility in addition to unparalleled benefits

Our technicians can earn commissions/bonus of up to 73% of their service sales (based on their category). In addition to earned commissions/bonus our technicians also receive guaranteed hourly pay of \$15 per hour, (or more, based on local minimum wage laws). These combined wages can result in earnings exceeding 70% of every service dollar. This is attainable by the technicians' ability to deliver extraordinary experiences, retaining clients and maximizing what they charge for their time.

## Body

RPH	Commision/Bonus	Potential Earnings**
\$45	20%	53%
\$55	30%	57%
\$70	40%	61%
\$90	50%	67%
\$115	60%	73%

## Hair

RPH	Commision/Bonus	Potential Earnings**
\$50	20%	50%
\$60	30%	55%
\$75	40%	60%
\$90	50%	67%
\$125	60%	72%

## Skin

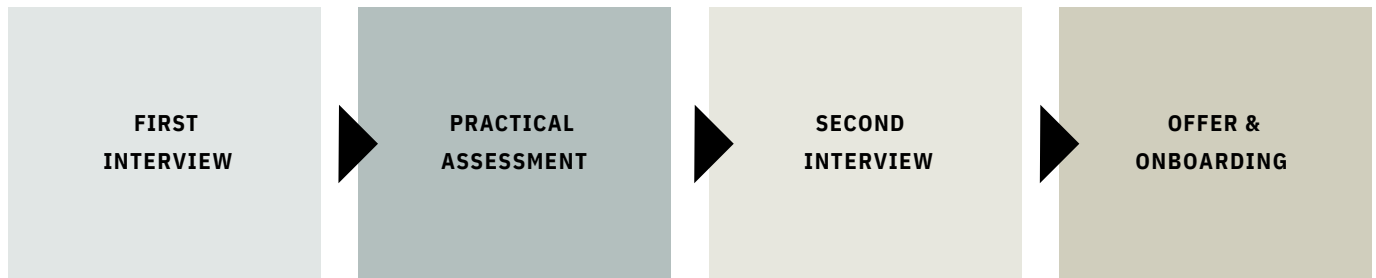
RPH	Commision/Bonus	Potential Earnings**
\$60	20%	45%
\$80	30%	49%
\$105	40%	54%
\$120	50%	63%
\$140	60%	71%

## Nails

RPH	Commision/Bonus	Potential Earnings**
\$35	20%	63%
\$45	30%	63%
\$55	40%	67%
\$80	50%	69%
\$115	60%	73%

Your compensation plan is based off of your city, county and state minimum wage laws  
Potential Earnings is an estimation based on, combined hourly + Commission/bonus\*\*

# Interview Process



INTERVIEW PROCESS	
STEPS	PREPARATION
<b>FIRST INTERVIEW</b> with Spa Leader <i>60 Minutes – In Person</i>	<ul style="list-style-type: none"> <li>• Dress business professional and industry appropriate</li> <li>• Bring a copy of your résumé (optional)</li> <li>• Be prepared to share your previous work/school experiences</li> <li>• Review information packet and bring any questions you may have</li> </ul>
<b>PRACTICAL ASSESSMENT</b> <i>60 Minutes – In Person</i>	<p>The Practical Assessment will evaluate you in the following areas:</p> <ul style="list-style-type: none"> <li>• Technical skill</li> <li>• Communication and consultation</li> </ul> <p>Bring your own model and any tools and products you will need to complete these services</p>
<b>SECOND INTERVIEW</b> with General Leader <i>60 Minutes – In Person</i>	<p>Be prepared to recite Life Time’s Mission Statement that you received during your first interview</p>

Skin glowing, hair shining.  
Stress reduced, tension released.  
Muscles recovered, cells renewed.  
Confidence restored, positivity fueled.

This is more than beauty —  
it's vitality.

Achieved through science and biology,  
intention and physiology.

Luxury treatments,  
expert practitioners,  
intelligent ingredients,  
essential rituals —

for a healthy way of life