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**OPERATIONS**

# The Employee HandBook

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Rev. IV July 2022

# **Manifest it**

A resource to help us focus on our customers experience

**Welcome**, and thank you for deciding to work with us.

So a little about us, the flag ship business ***Martin Studio Photography***, with The AITC-Magazine, The DMV Photography Workshops, and The Skyloft F Rental Studio make up ***Kepi Design Group, LLC***.

This a Brick City (R.I.T.) Dorm room dream come true. Whats your dream?

Folks no matter the position you are hired for, you will be responsible for (but not limited too) the items below at all times.

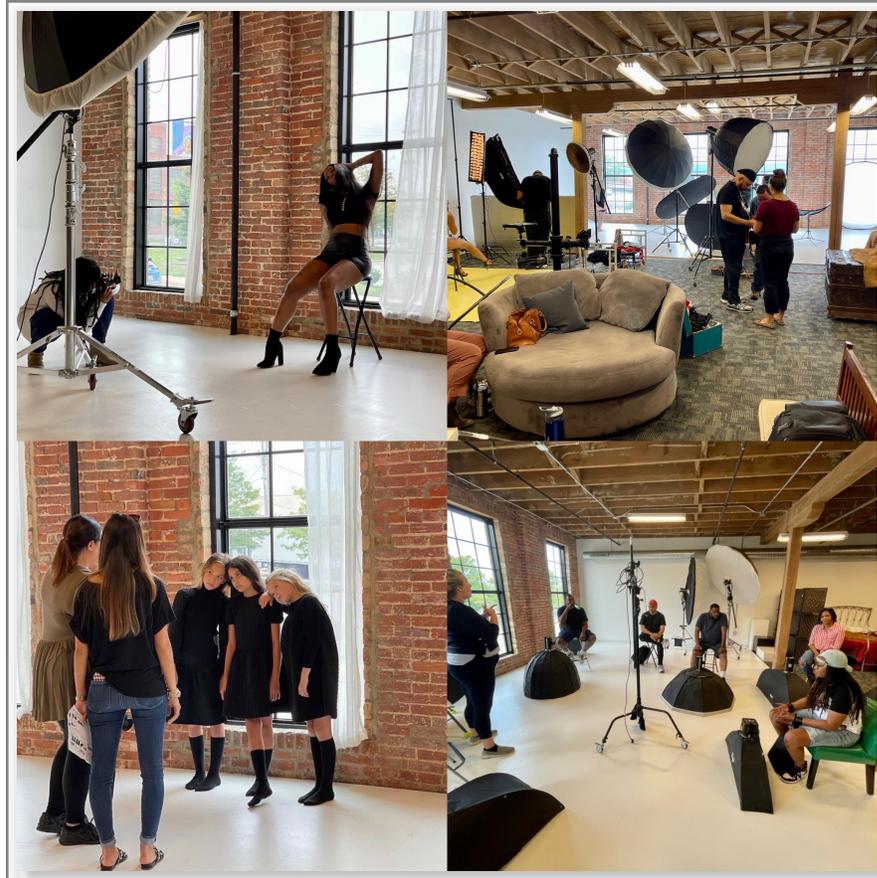
Also, see our web page for the terms of use agreement for the studio. And just a hint, if you are the type that doesn't like to read this position with us may not be for you.

The below details outline how we make our clients creative dreams come true. So, these are some important guidelines to follow.

Skyloft F Rental Studio  
1 N.Haven Street #106  
Baltimore, MD 21224  
[www.SkyloftFRentalStudio.com](http://www.SkyloftFRentalStudio.com)

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*Without them there is no us...*



## **Customer Service**

Scheduled studio tours, walk-ins, responding to incoming calls, emails, confirming appointments, and greeting customers properly is a big part of the job to secure sale opportunities.

Also, securing resources and helping the customer plan their project with creative visions is vital piece to what we offer a client who is looking for High-End results.

Anytime someone reaches out to us on the phone, we greet them with the company name "Hello, Skyloft F Rental Studio."

Consistent communication is key for your success here, so it's best to ask questions at any time. That can be the difference between getting that gig/work, or not getting it. The studio success is 100% driven by "your" proper communication style.

## Dress Code

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This position has a dress code of “casually neat and stylish” at a minimum at all times. Stylish jeans (but no rips or holes), collared shirt, polo, stylish top, or sweater are acceptable. But no hoodies, offensive text tee-shirts, or slippers/slides are to be worn. Face, hair, and nails should be nice and neat.

Our clients visit us all the time, even unannounced. So your appearance here will contribute to the stylish rustic location people love to work in.

Yes we are located in Baltimore, a relaxed keeping it real, laid back city. But we don't dress like that, we elevate our customer's experiences with us at all times and everywhere we go. And that starts with visuals, that's where first impressions are made and kept.

Celebrities do visit and work in our studio from time to time and you never know what renter is working with what celebrity. TV commercials, marketing campaigns, interviews are conducted here all the time.



## Evaluation / Training

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After the interviews an **evaluation** of your studio equipment skills will be reviewed. Some of our customers have little to no understanding of flash photography or the many lighting concepts.

Your job is to make their work look professional when it comes to their lighting. When they shoot their best here, they will return.

You will also be asked questions about our services. Most of the answers can be found on our web sites. (Your homework is to know what has been published online, so you can address customers questions quickly.)

Our **studio training** and orientation will help you get familiar with where everything is and how to help the customer. Trainings will be provided either on a one-on-one, or in a group setting.

We expect you to be ready for your overall test in 10-days.

And you will have a 30-day probationary period where we will review your performance as a whole.

# The Training Outline

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Here are some subjects and tasks you need to know. We will review these items with you, so we all do them the same way for consistency.

Training topics & How-to listed below in random order:

- When I Work - (Online scheduling software)
- Staging studio before guest arrive
- Studio appearance and Cleaning
- Greeting customers, in person or on the phone
- Reviewing wireless transmissions
  - Pocket Wizards (firmware)
- Paul Buff lighting
  - The different lights
  - Modifiers
- Different light stands
- Video Equipment
- Tethering
  - with Apple TV
- Backdrops, all
- Props, location, rules
- Image Editing
- Printing
  - Receiving requests
  - File acceptance
  - Processing
  - Printing orders

# Compensation

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It's based on an hourly fee that ranges from **\$10.00 - \$15.00** an hour (depending on role) with a two hour minimum studio rental shift.

## Staffing Positions:

- *Studio Manager*
- *Studio Assistant*
- *Studio Assistant / Intern*
- *Studio Assistant / Personal Assistant*
- *Studio Assistant / Photographer Assistant*
- *Studio Assistant / Social Media Manager*

The compensation for the hours you worked here will be satisfied on the 1st of the month. The compensation is given in 1) cash or 2) studio time, and/or photography learning but not both.

- **Cash payments** are done by us through Paypal.com, or other online options if needed on a pre-approved basis.
- **Studio use payments** are done on a 3:1 basis. For every three hours you work here, you can use towards booking the studio Monday thru Thursday only. (A \$60 value.)
- **Photography learning payments** where you work with Jeff 1:1 learning Photography evenings and or weekends as our schedule allows on a 2:1 basis. For every two-hours worked you get one-hour of hands on training. (A \$150 value.)

Payday (your compensation by the hour) is the 1st of the month, or the first Friday of the month. This will be in cash or studio usage.

*(These positions are "under the table" paid in cash for now, so do not have your employers calling here for job references or proof of employment please.)*

# Expectations

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- The **Studio Manager** is an hourly paid role.
  - Responsible for all personnel performance, and training.
  - Responsible for studio staff scheduling that covers studio client rentals, and networking events.
  - Responsible to consolidate Payroll hours.
  - Responsible to keep track of Gold Members Hours every month.
  - Responsible for keeping all lines of communication going until tasks are completed. This includes customer, vendor, and staff communications.
  - The studio coverage hours for this role is from open to 3pm Monday thru Friday. *Setting their own schedule to get projects and tasks completed is welcomed. (Tasks like payroll, event planning for example.)*
  - This role is the face of the company during normal business hours.
  - This role can and will expand as the business dictates.
- The **Studio Assistant** is an hourly (cash or studio time) paid role.
  - Responsible for the complete positive client experience!
  - Responsible for helping the customer, which can include load or unloading their gear and or props.
  - Responsible in setting up the clients lights when they need help. Or when they need help getting a particular image created using proven lighting techniques.
  - Responsible for enforcing all studio and building use rules at all times.
  - Responsible for inspecting the equipment used by our clients daily, and or during maintenance upkeep activities.
  - Responsible for keeping the studio clean, this is huge! Items include, bathrooms, floors, table tops, windows and glass must be cleaned where needed when you arrive and before you live the studio. #1 complaint with Baltimore studios we've heard is how dirty they are. Not on your watch, right?
  - Communicate all concerns and issues to the studio manager. Customer, neighbor, maintenance, or studio well being for example.
  - Always listening to clients to see where you can help with services we offer or can offer. All sales you bring into the studio you get 15%.
- The **Studio Assistant / Intern** is a photography learning role. This includes photography techniques and understanding the business.
  - Responsible for everything listed at the Studio Assistant role above as well.
- The **Studio Assistant / Personal Assistant** is an hourly paid role.
  - Responsible for everything listed at the Studio Assistant role above as well.
  - Works with the owner completing a variety of business tasks where needed.
- The **Studio Assistant / Photography Assistant** is an hourly paid role.
  - This role also has a sales percentage option that start at 15% of total sales when shooting studio clients.
- The **Studio Assistant / Social Media Manager** is an hourly paid role.
  - Responsible for everything listed at the Studio Assistant role above as well.
  - Responsible for the studio social media presence and effectiveness for defined goals.

## **Please Note:**

*All roles have the ability to increase their compensation through image editing sales they complete themselves after training. This person keeps 60% of the profit per image.*

## Attendance / Availability

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First, we will agree on a set hourly coverage window for you. We schedule your hours with an online software tool and App called "[When I Work](#)" that helps us ensure our customers are supported when they book the studio.

How this works is pretty simple. When a customer books the studio online, we in turn schedule a staff member who is set to cover that day and time frame, we notify you ASAP so you can plan.

This is how you get your hours and the software gives your phone a notification. Please respond to that shift option ASAP with an Accept response or Reject.

We do not need an explanation as to why you cannot work those hours, life happens and this is a part-time on-call position.

But to be clear, too many rejections in a month will cause management to reevaluate our working relationship to see where adjustments can be made that suits everyone.

***Still want to join us?***

Yes, I would enjoy working here. I agree to the goals and rules laid out above and look forward to training:

Print Name: \_\_\_\_\_

Position Accepted: \_\_\_\_\_

Availability Start Date: \_\_\_\_\_

eMail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mailing address:

Street: \_\_\_\_\_

Apt. Suite#: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Your Paypal or CashApp: \_\_\_\_\_

Your signature: \_\_\_\_\_