

The logo consists of the initials 'JB' in a stylized, cursive script font.

JESS BONILLA  
BEAUTY

A photograph of a hair and makeup artist with long, straight brown hair, wearing a dark green long-sleeved top, styling the hair of a client. The client is a woman with long, wavy blonde hair, wearing a white blazer and white pants, sitting in a patterned armchair. She is smiling and looking towards the artist. The artist is standing and leaning over the client. The background shows a white door with gold handles and a window with blinds. A black director's chair is in the foreground, partially obscuring the artist's legs.

HAIR & MAKEUP ARTIST  
**ONBOARDING MANUAL**

[www.jessbonilla.com](http://www.jessbonilla.com)



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# WELCOME

to Jess Bonilla Beauty Team!

I am so excited to have you in my team to create magic together!! We specialize in bringing out the best of every woman. As we are currently growing, we need to be ready for success. Your craft is important but being reliable, kind, respectful and responsible is key! Please read below some guidelines to provide the best beauty experience.



## WHO WE ARE

### BEST MAKEUP AND HAIR TEAM IN SOUTH FLORIDA

We specialize in bringing out our client's best features and designing the perfect look based on their needs and personality. Our commitment to quality and services has positioned us at the top of beauty providers.

We strive to offer only the highest quality services.

Our services include

- Wedding Hair & Makeup
- Makeup & Hair Styling for Social Events & Galas
- Photoshoots, Editorial, Print, Film, and TV Productions
- Professional Hair & Makeup Trainings
- Brand & Social Media Collaborations and more!

Serving all of South Florida, expanding to Central Florida and Destination Weddings.



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## OUR VALUES



### **INNOVATION**

We believe in pushing the boundaries of creativity and constantly seeking innovative ways to enhance beauty experiences. We stay ahead of trends, offering cutting-edge mobile beauty services and cosmetics that bring fresh, modern, and trendsetting looks to our clients.



### **CUSTOMIZATION**

We are committed to providing personalized beauty solutions, whether it's a bespoke makeup look for a wedding, a photoshoot, or an editorial production. We celebrate individuality, empowering our clients to embrace their distinct beauty with confidence.



### **EMPOWERMENT**

We aim to make every client feel empowered and confident in their own skin. Whether it's through our services that enhance natural beauty or our cosmetics that inspire self-expression, JESS BONILLA BEAUTY seeks to empower individuals to embrace their beauty and inner strength.



### **QUALITY**

Quality is at the heart of everything we do. From our professional and highly skilled beauty artists to our meticulously curated shop. We source the finest ingredients and curate our team to deliver products and services that exceed expectations.



### **COMMUNITY**

We are more than just a beauty brand; we are a supportive and inclusive community. We foster a sense of belonging and encourage open dialogue with our clients, collaborators, and beauty enthusiasts. We continuously improve and evolve to elevate our community.

# EVENT / WEDDINGS

## APPOINTMENT PROCEDURES

### ***Before providing services***

#### **1. SCHEDULING:**

- The company contacts you via text or email for each service or event/wedding requested.
- If available, a Google calendar invite will be sent to the associate with the service/event details.
- To confirm availability and receive payment for services rendered, you must accept the calendar invite and block your personal and work calendars for the time and dates requested. This avoids cancellations and makes planning easier on both ends.

#### **2. Dress Code:**

- We do a number of high-profile clients and media-covered events, so be sure to wear your uniform or dress in your professional black attire.
- Flip-flops, tank tops, shorts, torn jeans, yoga or workout pants, revealing clothes, and other logo shirts are not permitted.
- For weddings, brides take pictures while they're getting ready, so it is important to look your best!.

#### **3. Personal Presentation:**

- Keep your nails neat and manicured.
- Be sure to carry mints or spray for fresh breath. Avoid chewing gums.
- Wear antiperspirant and have some in your kit for hot summer days.
- Be mindful of wearing fragrances and lotions that can come across as overpowering.



#### 4. Hair and/or Makeup Kit Preparation:

- Wash your makeup brushes with soap and water or use a professional grade cleaner. *Pro tip: Cinema Secrets brush cleaner.*
- Wash your hair brushes, combs, rollers, and clips with soap and water. Then sanitize them with barbicide.
- Wash and sanitize with barbicide or 70% v/v alcohol tweezers, clippers, scissors, sharpeners, makeup palettes, and other tools.
- Makeup sponges must be washed with soap and hot water. *Pro tip: disposable sponges are best. Sponges are a porous surface that can be hard to sanitize.*
- Stock your makeup kit with disposables, such as mascara wands, lip and liner applicators, cotton swabs (q-tips), cotton pads, makeup wipes, and alcohol.
- Stock your makeup kit with false lashes of different lengths and styles including strip and individual lashes enough to cover your services and add extra in case more services are added.
- Stock your hair kit with clips, bobby pins, elastics, hair ties, hair padding, hair spray, and other essentials.
- Clean makeup palettes and sanitize with 70% alcohol.
- Make sure your pouches, bags, and storage items are clean and free of fingerprints, hair spray residue, or makeup stains.
- Clean your mirrors.

*PRO TIP! Prepare your kit at least a day in advance and load it in your car if possible, so you won't be stressed or late for your appointment.*

## 5. Arrival:

- Arrive at least 15 minutes prior to your service appointment. Take into consideration parking and unloading your kit. Punctuality is essential. If you are running late, please inform Jess or the lead artist immediately. Please let them know that you are running late and provide an ETA.
- As soon as you get to the location, enter with other team members if possible.

## *While performing services*

**Greet the client and be courteous and kind at all times. Set the tone for a relaxed and pampering experience.**

**Before beginning the consultation, wash and sanitize your hands.**

### 1. Kit Set-Up:

- After finding an appropriate work area, begin your initial set-up and sanitation.
- Lay out a fresh towel or clean mat, and sanitize with alcohol before placing tools and products.
- The sanitized mat will become your Sanitary Working Area (SWA).
- Unpack your tools, sanitation items, brushes, and mirror. Make sure your tools are always clean and sanitized. For large parties, bring plenty to make sure they are clean at all times.
- Select products that are right for the client. DO NOT Pull out every single product you own. It will overwhelm and confuse the client.
- Set-up your work area in a way that tells a story, showing the client you understand what they are looking to achieve.
- Keep the area neat and clean at all times, placing products back where you had them and disposing of trash in small bags or designated containers.

A woman with long, wavy blonde hair, wearing a black sleeveless top, is smiling as she uses a pink and black curling iron on the hair of another woman. The second woman has dark, voluminous curly hair and is wearing a white, off-the-shoulder, long-sleeved dress. She is also smiling and looking towards the first woman. The scene is set in a bathroom or vanity area with white shelves in the background holding various items like bottles and a hairbrush. The overall atmosphere is bright and professional.

JJB

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## **2. Client consultation:**

GOOD COMMUNICATION IS KEY! Ask your client the following questions:

- Do you have any allergy or sensitivity?
- How do you want to look and feel?
- Do you have an inspiration picture? This is extremely valuable information. Be sure to take time to break the photo down. Ask about what it is they loved and what they would change if anything.

### ***For makeup services:***

- Any color palette preference?
- What type of finish do you prefer in your makeup? (dewy, matte, glowy, satin)
- What type of coverage do you prefer? light, medium or full coverage?

### ***For hair services:***

- Do you prefer a sleek, boho, textured, or any other finish/style.
- How do you want to part your hair in the front?
- Do you like volume on top? Or do you prefer a sleeker look?
- Make sure our clients have realistic expectations for the finished product. Feel free to give your professional suggestions as well. Communicating the best you can, will give you and your client a better idea of how they envision the final look and will open up the conversation to understand how they want to look. Break the ice and make them feel comfortable.

## **3. Performing services:**

- Once you start working, keep your station neat and organized. It will save you time once you finish and make you look professional.
- Be mindful of the time assigned per client to ensure they are ready on time.
- Remember clients want to experience a luxurious, relaxing service.
- Keep conversations positive and professional.
- In addition, it is a good rule of thumb to not discuss controversial topics with your clients such as religion or politics. You never know what someone may find triggering and the last thing you want to do is unintentionally hurt or upset your client.

- When working with other artists, refrain from gossiping and keep your conversations friendly and professional.
- Avoid answering personal phone calls or messages.
- Refrain from asking the client personal email, phone number, or social media accounts.
- Be Collaborative. Some of your appointments will be with another Beauty Professional. Working together is critical to the overall success of the appointment.
- Be mindful of your position when working with another artist on the same client as to not block their view or pull hair/face.
- Check in constantly with your client and offer the mirror during the service to make sure you are going in the right direction.
- When taking pictures or videos of the clients, ask first for their consent.
- Before and after pictures or videos are encouraged to promote the company's services.
- If additional services or add-ons are requested while working on location, communicate immediately with the company to add services/add-ons and have them added to the client's final invoice accordingly.
- If you are behind on your schedule, communicate with Jess or the lead artist to let her/him know to find a solution and make sure the client gets done on time.

### ***After performing services***

- Make sure your client is 100% satisfied with the look. Check in with a mirror and ask if your client would like any tweaks or edits.
- For weddings and events, touch up clients before they leave. Apply powder, setting spray, lipstick, hair spray or bobby pins as needed.
- Pack your kit and leave the station clean.
- Thank your clients for their trust and ask if there is anything else they need.



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- If the clients ask about pricing or booking information, redirect them to discuss directly with the company. If the client wants to book you for an upcoming event, let them know they can book through the company and request your name. Do not provide your personal contact information as stated in your freelancer agreement.
- If your client asks for your Venmo/Cash App or Zelle, please DO NOT SHARE your personal or professional account. Direct the client to send their payments and tips to our company's Venmo: @jessbonillabeauty or Zelle info@jessbonilla.com and have them include your name in the description. We will make sure you receive 100% of your tips.
- Never receive payments from the client unless the company authorizes you to do so. If clients loved your work, you may receive any cash tip you earned from your excellent service. Please inform us after the booking, if you received any cash tips. That way we can make sure we can distribute accordingly all tips received through the company.
- Share pictures of your work! You must tag @jessbonillabeauty on each post and all content you share in your socials or digital platforms.
- Payments will be made directly from Jess Bonilla Beauty LLC to you via Zelle or check. Payments are processed every Monday.
- Check out with the company. Communicate at the end of the appointment how everything went. Provide your feedback and ideas.
- Feel free to ask questions or concerns.
- Have fun and enjoy it. Be passionate about our work and be proud of what we accomplish as a team!

# Thank you for being part of Jess Bonilla Beauty!

I am so proud to count with your talents and to have you on board.  
I look forward to growing the business with YOU!



**JESSICA BONILLA**

Jess Bonilla Beauty Owner

 561-421-5002

 info@jessbonilla.com

 @jessbonillabeauty

 www.jessbonilla.com