



The Kepi Design Group

Skyloft F Rental Studio & Gallery Operations

The Employee Handbook

Rev.VIII September 2025

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

So a little about us, the flagship business [Martin Studio Photography](#), with [The AITC-Magazine](#), The [DMV Photography Workshops](#), ICON Model Management: DMV, and [The Skyloft F Rental Studio](#) make up **Kepi Design Group, LLC**.

This a 1999 Brick City (R.I.T.) Dorm room work in progress dream come true. What's your dream?

Folks, no matter the position you are hired for, you will be responsible for (but not limited too) the items within this packet.

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

Thank you for looking into this opportunity of creative growth.

Jeffrey B. Martin

The Kepi Design Group

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www.SkyloftFRentalStudio.com

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Est. 1991

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

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.

We are researching Studio Staff required apparel [from our store presently](#). More to come.

Evaluation / Training

After the interviews an **evaluation** of your studio duties, and equipment skills will be reviewed for **30-60 days**. Some of our customers have little to no understanding of flash photography or the many lighting concepts. This is where you come in once trained.

Your job is to make their work look professional when it comes to their lighting only. **Do not assist in their photo shoots unless scheduled in advance.** When they shoot their best work here, they will return here.

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. Training 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 from start date. You must initiate and stay the course to training completion. This tests your self starter mentality we need here. Waiting to be told to do something or thinking hand holding is the way of the Jedi, it is not.

And you will have a 30-day probationary period where we will review your performance as a whole. Things that are reviewed, dress code, mannerism, customer service, completion of tasks giving, and understanding of the business.

The Training Outline

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:

- Filling out your shift form. [Click here.](#)
- 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 (Jeff)
 - The different lights
 - Modifiers
- Different light stands (Jeff)
- Video Equipment
- Tethering (Jeff)
 - with Apple TV
- Backdrops, all
- Props, location, rules
- Image Editing (Jeff)
- Printing (Jeff)
 - Receiving requests
 - File acceptance
 - Processing
 - Printing orders
- Mail packaging location.
- Maintenance Log on Staff page.

Compensation

It's based on an hourly fee that ranges from **\$15.00 - \$25/hour** (depending on abilities, training completed, and position held) with a two hour minimum studio "rental shift."

Also, all staff members can rent the studio as a Silver Member (15% off all rental bookings and some event ticket prices.)

Staffing Positions:

- **Studio Operations Manager** (\$25/hr)
 - *Runs studio operations from A-Z*
 - *Scheduling Staff coverage based on studio operations*
 - *Calculates payroll*
 - *Can process, edit, and print client orders*
 - *Handles event planning details in advance and day of execution*
 - *Creates and schedules social media content using Canva*
 - *Publishes monthly newsletter to clients using Mailchimp*
 - *Cleans and organizes studio*
 - *Confirms proper equipment functions*
 - *Confirms studio supplies*
 - *Sets the standards for customer service*
 - *Covers studio renters*
 - *Assist our studio photographers, events and studio sessions*
 - *Plus other duties as needed*
- **Studio Assistant I** (up to \$20 & Supports Manager)
 - *Can help process, edit, and print client orders*
 - *Helps with event planning details in advance and day of execution*
 - *Creates and schedules social media content using Canva*
 - *Helps publishes monthly newsletter to clients using Mailchimp*
 - *Cleans and organizes studio*
 - *Confirms proper equipment functions*
 - *Confirms studio supplies*
 - *Upholds the standards for customer service*
 - *Covers studio renters*
 - *Assist our studio photographers, events and studio sessions*
 - *Plus other duties as needed*
- **Studio Intern** (\$ Studio time & Supports Manager)
- **Photographer Assistant** (\$50-\$75/hr & Supports Manager)

The compensation for the hours you worked here will be satisfied biweekly. The compensation can be given in one of the following ways:

1. **Cash payments** are done by us through Paypal.com, or other online options if needed on a pre-approved basis.
 - a. **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 \$95 value.)
2. **Photography learning payments for Interns** where you work with Jeff 1:1 learning Photography evenings and or weekends as our schedule allows on a 3:1 basis. For every three-hours worked you get one-hour of hands-on training. (A \$150/hr value.)

Payday (your compensation by the hour) is calculated Saturday, Thru Friday every other week. For example, this pay period is from Saturday 08/30/25 thru to Friday 09/12/25. You will be paid and studio credits are given out over that same weekend (Saturday, or Sunday.)

(With these positions here, there are no W2's being issued. You are just helping out where you can based on studio needs lining up with your schedule at times. And for that we offer compensation options. (So that means do not apply for unemployment benefits while here or when you leave us.)

Expectations

- The **Studio Operations Manager** is a salary paid role.
 - Responsible for all personnel performance, and training.
 - Responsible for studio staff scheduling that covers studio client rentals, and networking events.
 - Responsible for consolidating Payroll hours.
 - 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. Which includes two mandatory in-studio work days a week. Even if we do not have clients *to get projects and tasks completed including paint projects. (Also, payroll, event planning, supplies, training, research, for example.)*
 - This role is the face of the company during normal business hours. The standard of appearance and professionalism is a must.
 - This role's duties 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 loading or unloading their gear and or props.
 - Responsible for 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 leave 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%.

continue...

- 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**
 - 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**
 - This role also has a sales percentage option that includes 50% of photography sales when shooting studio clients.

Never contact or expand services with our clients outside of the studio operations.

If you met them at the studio or studio function, they are our clients. Not your photography businesses clients, to be absolutely clear.

- 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 and photography sales they complete themselves, after training. This person keeps 50% of the profit per image or client.

Attendance / Availability

First, we will agree on a set hourly coverage window for you. We schedule your hours and assign **Shift Tasks** with a **Google Calendar** and their SMS services. This helps us ensure our customers are supported when they book the studio.

Please Note: You must respond within a few hours if you want the shift offer. That's because folks can book the studio as soon as 8-hours of their deserted start time during our normal business hours. So please stay on top of your email. You can view the studio booking calendar by [clicking here](#). (You will see busy times, but not details.)

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 Google gives your phone a notification if we activate that option. 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. Just let us know so we can ask the next person if you can not cover that shift. **But once you accept the shift, that shift is your responsibility to cover.** We are a team, so ask a team mate to cover you if something comes up and you can't make it to the studio for the entire shift. NEVER LEAVE THE BUILDING, AND LEAVE A CLIENT ALONE IN THE STUDIO! They paid for your time and deserve the customer service. Stay on campus! **EXCEPTIONS:** Our Studio Members that we know very well, we sometimes do not cover them. Especially our GOLD and DIAMOND Members. Like Austin Hill, Reggie Walker, and or Bryan Mroz.

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 setting up my orientation and diving into the training options:

Print Name: _____

Position Accepted: _____

Availability Start Date: _____

eMail Address: _____

Phone Number: _____

Mailing address:

Street: _____

Apt. Suite#: _____

City, State, Zip: _____

Your Paypal or CashApp or Zelle: _____

Your signature: _____

Printed Signature: _____