



## BRAND AMBASSADOR Re-Certification Agreement

Here are the basic areas of competence that are prerequisites for Brand Ambassador Re-Certification.

- Strict adherence to the Sisterlocks Package approach to offering the Sisterlocks system
- Hourly pricing structure after Sisterlocks establishment
- Appropriate scheduling of maintenance appointments
- Accurately analyze hair types and apply appropriate locking patterns
- Understanding of how to apply appropriate repair and remedy techniques
- Efficient and appropriate use of Sisterlocks tools
- Adherence to Standard Sectioning Methods, parting sizes based primarily on hair density
- Knowledge of Sisterlocks shampooing techniques
- Provide shampooing instruction and appropriate use of Sisterlocks products to clients
- Offer Sisterlocks products at place of business
- Maintain appropriate customer service practices

BAs are expected to maintain appropriate AHNHA Standards of Practice:

- Appropriate setting for studio/salon
  - Adequate square footage, appropriate lighting and ventilation
  - Ability to manage distractions (ex. noise; smells; phone use; intrusions, etc.)
  - Private setting, appropriate equipment / furnishings
- Appropriate health/safety/hygiene for studio/salon
  - Appropriate cleaning schedules and procedures (i.e. tools; hands; clothing; workspace; restroom)
  - Appropriate staff appearance

The BAs partnership with the Home Office means that she is the go-to person for Consultants, Trainees, Clients, and the general public when it comes to accurate information. Here are some examples:

- Be a 'second opinion' for clients with questions about the quality of their Consultant's work
- Respond authoritatively to misleading social media posts
- Allow new Trainees to apprentice with you

There are also certain behaviors and practices that the Brand Ambassador does not engage in:

- Never combine or mix the Sisterlocks technique with other techniques
- Never offer/sell competing hair care products to Sisterlocks clients
- Never use chemicals or offer chemical services in a way that negatively affects the delivery of Sisterlocks, which is a natural hair care system.
- Never teach, display, or post any proprietary Sisterlocks information in any medium, including but not limited to physical or online publications, videos, and social media platforms.

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### ACKNOWLEDGEMENT

I have read and understand this Brand Ambassador Agreement and I agree to abide by the guidelines, practices and conditions outlined therein. I understand that in order to maintain my BA Certification in good standing I must remain 'active' and not allow my certification to lapse.

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First / Last Name (legal)

\_\_\_\_\_  
Date

\_\_\_\_\_  
PRINT Name

\_\_\_\_\_  
Sisterlocks Ref: (last 4 of SS#)

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