

Technician Name

Date:

Congratulations,

You've completed your 20-day Technician Internship, and we're pleased to offer you a full-time technician position with Sunwave Plumbing. Your work over the past 20 days showed us the kind of technician you can become, and we're excited to keep building with you.

YOUR OFFER

Position	Technician
Location	
Level	Level
Hourly rate	\$ per hour
Effective date	
Schedule	Full-time, 40 hours/week; approved overtime at 1.5x
Reports to	, Location Leader

You'll be eligible for the benefits that apply to your Level, as described in Sunwave's policies. As your skills grow, you can move up Levels, and your Location Leader will review your progress with you regularly.

WHAT WE EXPECT FROM OUR TECHNICIANS

- **Safety first.** Follow every safety procedure, wear your protective equipment and stop work if something isn't safe.
- **Show up ready.** Arrive on time, in Sunwave uniform, prepared for the day's jobs.
- **Delight customers.** Treat every home with care, explain the work clearly and respond graciously to questions.
- **Work with integrity.** Recommend only the work a customer truly needs, price it honestly and do it right the first time.
- **Care for company resources.** Keep your vehicle, tools and stock clean, organized and accounted for.
- **Keep records accurate.** Log your time, materials and job notes completely and on time.
- **Keep improving.** Take part in training, accept coaching and work toward your next Level.
- **Be a great teammate.** Communicate openly with your Location Leader and support the people around you.

Employment with Sunwave is at will: either you or Sunwave may end it at any time, with or without cause or notice.

To accept, please sign below and return this letter to your Location Leader. We're glad you're here for the long haul.

Sincerely,

Location Leader

Date:

Technician (Accepted)

Date: