

mindbody

TEMPLATE

A Staffing Template for Your Integrative Health Business



Introduction/Overview

Your team is the heart of your integrative health business. From front desk staff to licensed practitioners, every role plays a part in delivering the seamless, healing experience your clients expect. This staffing template is here to help you build a strong, efficient team—so you can focus on what matters most: supporting whole-person wellness and growing your practice with confidence.

Make a business case

If your integrative health business is growing, it might be time to expand your team. Having employees is a substantial but worthwhile expense; it ensures you have enough support to provide consistent and quality services to existing and future clients. Hiring staff also guarantees that you have enough employees to manage behind-the-scenes tasks, such as cleaning, reception, and restocking.

Having employees is a substantial, but worthwhile, expense. In this section, consider the costs versus the benefits.

The costs:

- Wages
- State payroll taxes
- State unemployment taxes
- Worker's compensation insurance
- Employee benefits
 - Insurance
 - Paid time off
 - Meals/equipment

The benefits:

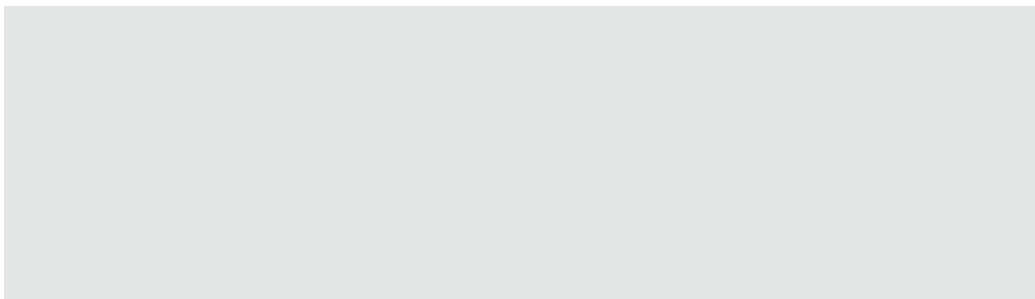
- Increased revenue
- Higher productivity
- More expertise
- Boost in sales

Your core values

A company's core values help define and exemplify the standards that shape the business and its operations. They also influence employees' work and encourage them to maintain high standards. When creating core values for hiring staff, define what your business stands for, what is most important, and what sets it apart. Consider the qualities you value most in a team member to craft meaningful and impactful core values.

Feel free to use the examples included or add your own. Write a sentence or two describing what this value means to you and your employees.

- | | |
|--|---|
| <input type="checkbox"/> Community-driven | <input type="checkbox"/> Consciously evolving |
| <input type="checkbox"/> Respectful | <input type="checkbox"/> Service-oriented |
| <input type="checkbox"/> Proactive | <input type="checkbox"/> Team-player |
| <input type="checkbox"/> Committed to wellness | <input type="checkbox"/> Creative |
| <input type="checkbox"/> Humble | <input type="checkbox"/> Innovative |
| <input type="checkbox"/> Helpful | <input type="checkbox"/> Fun |
| <input type="checkbox"/> Empathetic | <input type="checkbox"/> Energetic |



Job descriptions and postings

It's important to create detailed job descriptions for open positions at your business. Each description should outline the specific responsibilities, required skills, compensation, benefits, and details about company culture. This information will help potential applicants understand the role and decide if they're a good fit for the position. As you develop your job descriptions, remember the core values you've identified and how they can help you find the ideal candidate. The more specific you can be, the easier it will be to find the perfect match during your hiring process.

Use the template and example below to create your own job description.

Short description:

Schedule requirements:

Compensation:

Detailed job expectations:

Ideal applicant description:

Next steps to apply:

Example practitioner description and job posting: Massage therapist

Short description:

We're hiring a part-time, licensed massage therapist at our wellness center to provide healing massage treatments in a relaxing, welcoming environment.

Schedule requirements:

We're looking for someone to be available for appointments at least 20 hours on Tuesdays, Thursdays, and possibly Sundays for at least three to six months. The ideal candidate will also be willing to fill in on occasional Fridays or Saturdays.

Compensation:

Pay rate will start at 40% commission and work up to 50% within a year if all job requirements are met and customer satisfaction exceeded.

Detailed job expectations:

You will be responsible for client intake, setting up and tearing down the treatment room, upselling, communicating clearly and effectively with front desk and managerial staff, and taking quick and accurate payments. You will use a computer, so some technical proficiency and comfort are necessary. Being aligned with our core values is a must [List core values].

Ideal applicant description:

The ideal candidate is dependable, diligent, self-motivated, confident, and great with people. They have been certified and practicing for more than two years. Being on time is absolutely necessary and calling in sick at the last minute cannot happen. Knowing, loving, and practicing health and wellness is a must.

Next steps to apply:

If you're a great communicator, take initiative, and are genuinely interested, please contact us! To apply, please send your one-page resume and a short email describing why you think you'd be a good fit for the job to the email provided. Please note we are only accepting applicants via email.

Job application form

Will you have a job application form? What do you need to include in your job application form? You can create this in Google Forms, Survey Monkey, or a similar free online service to help you simplify the application process.

Use this as a starting point and document each of your application fields here.

Name:

Address:

Phone:

Email:

How many hours per week
are you willing to work?

What's your salary goal?
(Primary, secondary or
supplementary income)

Interview questions

Preparing a list of interview questions in advance enables a structured hiring process. It ensures that all the essential questions are asked to select the most suitable candidates. It also guarantees you gather consistent information from all candidates to compare their responses and experiences.

The following are potential questions to ask your candidates. Make them your own, depending on the role and your business.

Potential questions for all candidates:

- ☐ Tell me about yourself.
- ☐ Tell me what you know about our business.
- ☐ Have you received any of our services? What was your experience like?
- ☐ What made you want to apply for this role?
- ☐ Do you like working with people?
- ☐ Tell me about your job history and experience.
- ☐ How long would you like to work here? (Ideally more than a year)
- ☐ What is your preferred schedule?
- ☐ When are you available to start?
- ☐ Should you get hired here, are you interested in evolving into other roles?

Potential questions for front desk staff:

- Give me an example of a bad customer service experience in a former job. What happened, and what you might do differently next time?
- Give me an example of your ability to multitask.
- In your opinion, why do customers come to our business?
- A customer complains that she received terrible service, what would you do?
- You are scheduled to leave at 2pm, and your replacement doesn't show up. What would you do?
- How many hours per week and which days are you available to work?

Potential questions for service providers:

- Tell me about your experience. Where did you get certified? How long have you been working as an acupuncturist/massage therapist/etc.? Where have you worked previously?
- Give me an example of a negative client experience, what happened, and what you might do differently next time?
- Give me an example of how you interact with a new client.
- Let's pretend that I'm a client and I'm nervous about my first appointment. How would you handle this?

References

Job references can help employers gain valuable insights into a candidate's work ethic, personality, and potential performance in a specific role. References also help in verifying qualifications, experience, and ensuring the accuracy of the candidate's resume.

Use this template to request references from your candidates. Prioritize professional references to confirm their job performance, customer service skills, and overall experience.

Professional reference:

Name:

Title:

Company name:

Phone number:

Email address:

May we contact this reference?:

Offer letter

A written offer letter formally and clearly details the job responsibilities, compensation, expectations, start date, and work schedule, helping candidates understand what is expected of them if they accept the job offer.

Use the template below as a loose structure for your offer letter.

Job description:

Job title:

Starting date of employment:

Pay specifics:

Benefits information:

Acknowledgment of terms and policies (Your employee handbook, if applicable)

Statement of at-will employment:

Acknowledgment of offer:

Example offer letter: Massage therapist

Congratulations! We are thrilled to offer you the massage therapist position at Tea Tree Wellness. Your experience and personality are a perfect fit.

As a massage therapist, you will be responsible for client intake, setting up and tearing down the treatment room, upselling, communicating clearly and effectively with front desk and managerial staff, and taking payments quickly and accurately.

As we discussed, your starting date will be (date) and you will be available for appointments at least 20 hours on Tuesdays, Thursdays, and Sundays.

Your pay rate will start at 40% commission and work up to 50% within a year if all job requirements are met and you exceed customer satisfaction. You will be paid bi-monthly. Direct deposit is available.

As an employee, you will receive 30% off all treatments and products. You will also accrue paid sick time at one hour per 30 hours worked.

If you choose to accept this job offer, please sign this letter and return it at your earliest convenience.

With your signature, you acknowledge our core values. You also recognize that your employment with Tea Tree Wellness is at-will. This means your employment is subject to termination by you or Tea Tree Wellness, with or without cause, with or without notice, at any time.

Documents and legal requirements

When hiring a new employee, ensure all required legal documents are signed and provided. These documents relate to compliance with legal requirements, employment terms, employee rights and responsibilities, health and safety standards, and financial and tax obligations.

After hiring employees, use this section to list everything they need to sign and/or provide.*

Important: Always seek legal counsel to confirm all necessary documentation.

Forms for all new candidates:

- Signed offer letter
- Signed contract and employee handbook/policies

If considered an employee:

- W-4
- I-9 documentation

If considered an independent contractor:

- W-9
- Copies of insurance
- Business license or professional certification

**Based on US Employment requirements*

Orientation and training process

Training new staff involves several components to ensure that they are fully prepared to deliver excellent service and maintain the business' standards. This training may cover various areas including operational processes, software systems, and payroll procedures.

Document the steps you will take to properly onboard new members of your team. Adjust and add to this list as needed.

- ☐ Receive signed forms/legal documents
- ☐ Review job description and responsibilities
- ☐ Review and reiterate employee policies
- ☐ Understanding the business' core values, mission, and vision
- ☐ Introduce other team-members
- ☐ Tour of the facility, including where backstock is stored
- ☐ Set up software logins
- ☐ Review clock-in and payroll procedures
- ☐ Review schedule/work hours
- ☐ Provide keys and/or keycodes/security codes (if applicable)

Operations manual

Your operations manual is a reference guide that outlines the day-to-day business processes, procedures, and policies that employees need to know. It ensures best practices for every aspect of operations and that employees consistently perform and behave, which helps maintain the quality of your business' services.

Document your business' processes and policies below.

- ☐ Opening and closing procedures
- ☐ Handling client interactions (e.g. complaints and issues)
- ☐ Sales processes (e.g. systems software, upselling, and cross-selling)
- ☐ Safety policies and procedures
- ☐ Hygiene and sanitation protocols
- ☐ Emergency procedures
- ☐ Business management software

Employee policies/handbook

Your employee policies/handbook includes information related to employee hours, payroll, benefits, and more.

Document your employee-specific policies here.

- ☐ What are your hours of operation?
- ☐ When and how should employees communicate with other members of your team?
- ☐ What is your payroll schedule?
- ☐ Do you have a promotion policy? If so, what is it?
- ☐ What is your dress code?
- ☐ How will you handle breaks? What happens if employees are late? How many tardies until they are on performance review and/or terminated?
- ☐ What happens if employees are sick?
- ☐ Are practitioners responsible for managing substitutions? What is the process to find a replacement if need be?
- ☐ What kind of benefits will you provide? (Discounts, free services and products, etc.)
- ☐ What are your sales expectations? Do employees get rewarded for reaching their goals? Are there consequences if they do not?
- ☐ What are your policies regarding cell phone use?
- ☐ What are your social media expectations?

Termination checklist

When an employee submits their resignation, you should start the following tasks to facilitate a smooth turnover.

Customize this checklist to suit your specific requirements.

Document your employee-specific policies here.

- ☐ Schedule last check deposit
- ☐ Recover keys, change alarm codes
- ☐ Delete logins and software access
- ☐ Schedule and conduct an exit interview
- ☐ Post job
- ☐ Confirm training new hire, if applicable

Exit interview questions

Good exit interview questions can help you understand areas that may need improvement within your business. There are no right or wrong answers; this is an opportunity for your employee to provide honest feedback.

Feel free to customize the following to suit your specific needs.

Potential exit interview questions:

- ☐ What's the address you'd like your tax documentation to go to at the end of the year?
- ☐ Why are you leaving your job?
- ☐ What did you like best about your job?
- ☐ What did you like least about your job?
- ☐ Do you have any recommendations for us?
- ☐ Would you work for us again?
- ☐ Would you recommend us to prospective employees?

During the exit interview, you'll also want to be clear about what they can expect moving forward. For example:

- ☐ Your paycheck will be processed today and should be deposited into your account about X days after your last shift.
- ☐ Your access to Mindbody and any other files and systems will be deactivated as of your last shift.
- ☐ Your discounts will be deactivated as of your last shift.
- ☐ If you're interested in rehiring, contact the owner directly and check our website and/or newsletter for hiring announcements.



**Ready to see how Mindbody can support
your integrative health business?**

EXPLORE THE SOFTWARE

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