



Welcome to I Hate Math Group®

Please read and understand our guidelines. Once you are done, then take our orientation quiz.

(You must pass with an 80% or better in order to be in the schedule, you have 2 attempts)

I Hate Math Group and Business operations

1) What is I Hate Math Group®?

I Hate Math Group is a tutoring company that specializes in test preparation and math tutoring. We offer one-on-one and group tutoring.

2) When and why was I Hate Math Group founded?

In 2008, *Vanessa Graulich* founded “*I Hate Math Group*” was officially born. The first location was in Coral Gables, then in January 2009 our North Miami location was open.

Today we tutor over 3,000 hours a year!

We are looking to triple this amount for the next 2 years coming !!

3) What is the address of our Main center in North Miami?

1673 Ne 123rd st , Miami Fl 33181

4) What is the main phone for I Hate Math Group?

Phone: 1-800-466-7313

TEXT: 305-397-6429

5) What math levels do we teach?

We tutor from 3rd grade up to college level

6) What are the hours of operation?

Monday-Thursday 3-9 Pm

Saturday: 10-4Pm

We are closed Fridays and Sundays

7) What are the prices of Tutoring and Test Preparation ?

1 Hour \$45

5 Hours \$185

10 Hours \$350

Group tutoring \$25 per student per hour

We also offer a GROUP MATH EXPRESS program of 15 hours for \$299

8) Do we sell the study guides?

Yes, if the student buys them at the center, they are \$20 a book

Unless there is a different amount in the schedule *****

9) Where is the tutoring done?

The tutoring is done at the center or online

10) How does the online tutoring works?

Go to www.ihatemathgroup.com

Click Virtual Login

Login: ihatemathgroup@gmail.com

Password: algebra

You can use our skype:

Login: ihatemathgroup

Password: Mathisfun2016!

11) I Hate Math Cancellation and Hours Policy

A 2-hour cancellation is required by phone/text to avoid losing time-slot/credit hours.

Late arrivals students may lose time that has been scheduled.
(Coming on time or meeting online is the student's responsibility)

*Classes expired within 6 months of purchase.

*No refund on Un-used hours

Tutor's Administration Guidelines

www.TutorsKorner.com is the employee portal for I Hate Math Group.

1) How can I access TutorsKorner.com

Go to www.tutorskorner.com and register, then text 305-397-6429 to give you access to the portal

2) Will I be an employee or a contractor ?

I Hate Math Group hires you as a 1099, that is, you are a contractor. Once you are hire, you will fill the w-9 form to request your tax Id, then at the end of the year or end of January, you will receive a 1099 with your earnings.

3) How can I see my calendar?

You should have a Google link or access it online

4) What can I wear when I am working at IHMG?

The company provides you with 2 shirts (if your shirt is lost or damage, then tutors are responsible for purchasing a replacement (\$15 dollars) , you must wear the shirt when you are tutoring at the center and/or online. (Camera via skype) .

DO NOT PUT SHIRT IN DRYER

You can wear casual pants, jeans or shorts.

5) How do I report my hours and get pay?

IHMG pays its team members in a weekly basis.

At the end your tutor's weekly shift, you have to go to www.tutorkorners.com and report your total hours.

Tutor's Responsibilities and duties

I Hate Math Group has grown over the company's reputation of reliable and affordable tutoring. We as a company have a responsibility with the parents and student to do the best job as tutors and math coaches.

The student's are relying (and paying for the service) on their tutors to get a good grade and/or improve their academics. *I Hate Math Group* provides training to tutors when needed to be able to provide the best tutoring experience possible.

Tutors have the following daily responsibilities and duties:

- 1) Arrive on time (tutors must arrive 10 minutes before starting the lesson)
- 2) Wear their uniform at all times when tutoring (including online when camera present)
- 3) No text or phone calls during the tutoring
- 4) Tutor **MUST** collect payments as calendar shows (NTP Needs to Pay) if the parent does not pay or says the calendar is wrong, then text right away your coordinator (305-397-6429)
- 5) Tutors **MUST** clean their tables and put chairs in place
- 6) Tutors **MUST** open and close the door for students
- 7) (This is a security measurement that the door must be locked at all times)
- 8) Tutors **MUST** send a daily evaluations online www.tutorskorner.com
- 9) Tutors **MUST** take payments or text 305-397-6429 when a problem happens.
- 10) Tutors **MUST** request time off with time by phone/email to be documented at least 1 week in advance (No exceptions !)

Important FAQ

Can two students/parent be in the same table ?

No, students need to have their private area to feel comfortable and avoid distractions. If a parent want to seat, they can seat in another table (if no one is seating there) , but not with the student. If the parent insists on staying, then you need to contact a manager.

I don't know the material , what should I do ?

The coordinator will try to get as much information for you before the lesson. If the tutor does not feel comfortable with the material, contact management right away to either put another tutor in charge or credit the hour for the student.

I am tutoring and someone comes to ask information, what should I do?

Sometimes people come to ask for more information about our programs during tutoring hours. Explain the potential customer the best way to get information is to go to our website www.ihatemathgroup.com or text 305-397-6429.

My student is late/or did not show up?

If a student is 10 minutes late, please immediately go to Khan Academy or do some training on your own. When you report your hours, put Headtutor and email me the training subjects you work on that hour.

I need to resign or I got terminated by I Hate Math Group

I Hate Math Group always want to have an excellent relation with their formers and current tutors, however, we reserve the right to immediately terminate any tutor that does not comply with our policies. If a tutor needs to resign, please send us an email/text giving us two weeks to substitute the tutor.