

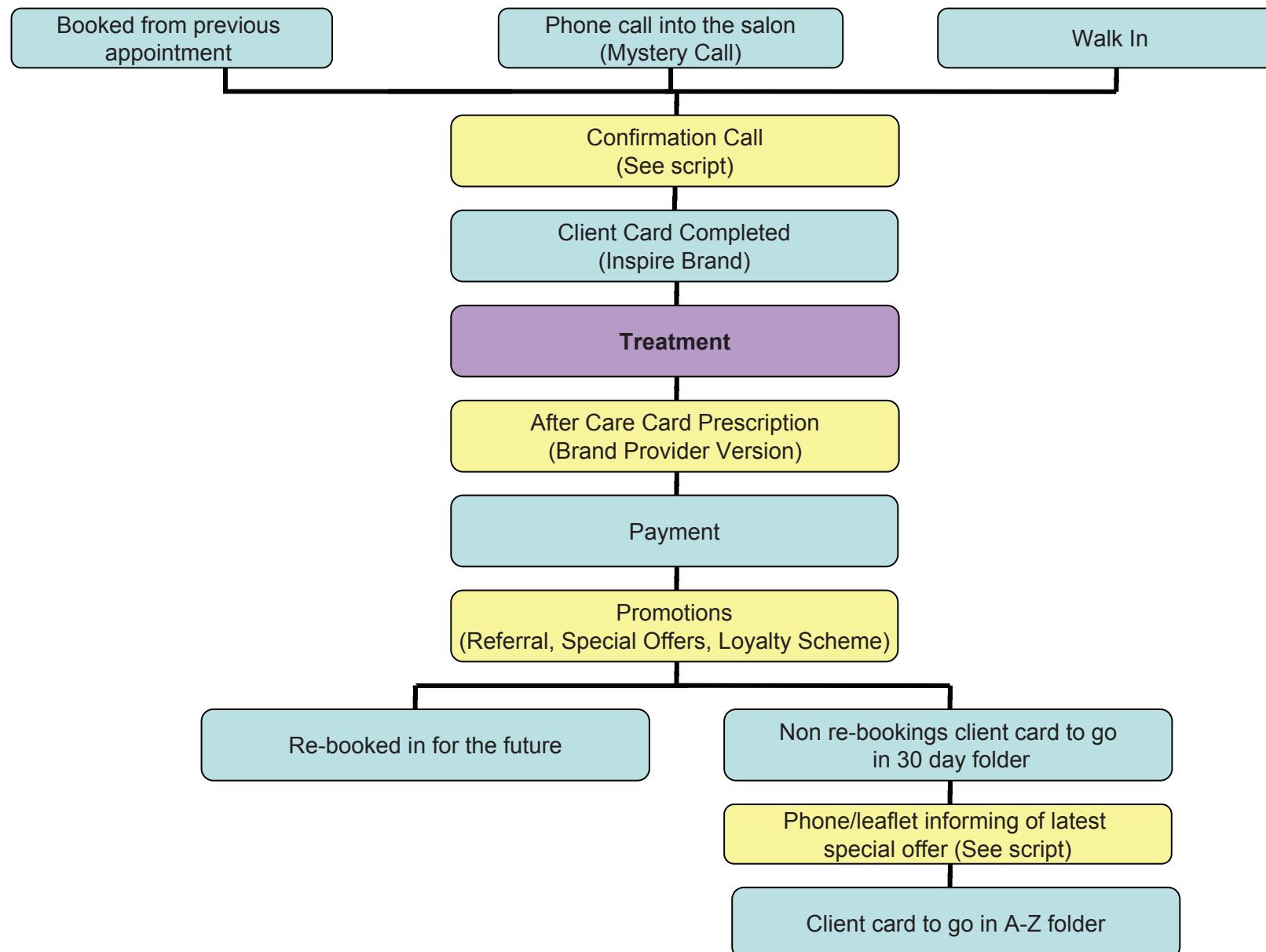
# Standard Operations Procedures



**Beauty Service Plan**

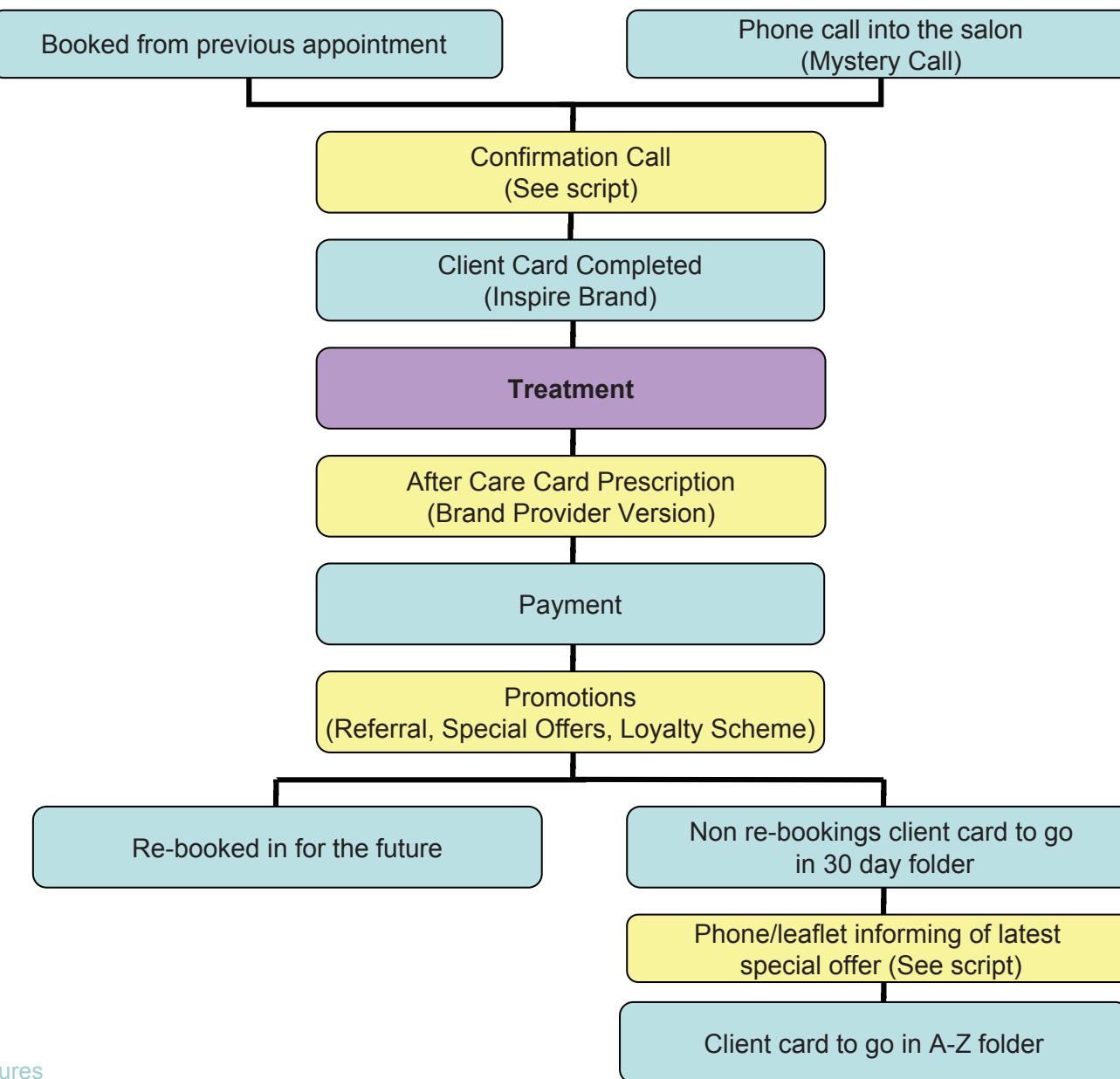
# Inspire Beauty Service Plan...

# Health Club Member



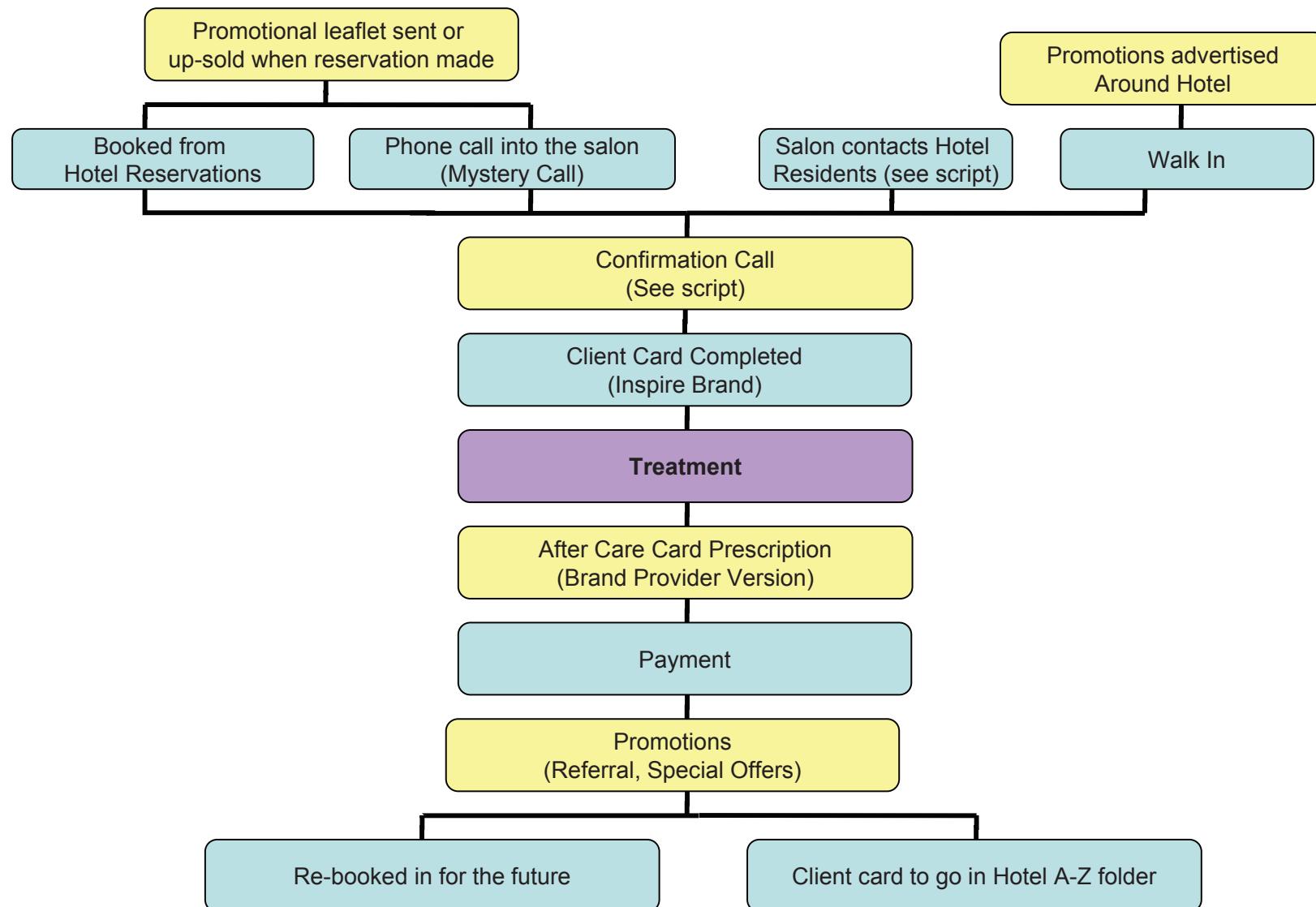
# Inspire Beauty Service Plan...

# Local Resident



# Inspire Beauty Service Plan...

## Hotel Resident



**Text Messages**  
Confirm appointments  
Promote to club membership database  
Promote to beauty database

**Voucher Planning**  
Upsell xmas in Oct/November  
Mothers day in Jan/Feb  
Valentines in January

**Beauty Retention**  
Loyalty card in place  
Coffee mornings  
Inspire beauty promise followed

**Product house**  
Support retail training  
Support guest nights  
Agree seasonal promotions

**Beauty Membership**  
Agree rate that inc. leisure membership  
Offer to all beauty data base  
Offer to the leisure breaks club

**Email Messages**  
Email confirmations to all Clients  
Email upgrade to clients/confirmations  
Email ongoing promotions



**Third Party**  
Update promotions for day and residential  
Review competition  
Review spa ratings and ranking of spa

**Company Website**  
Latest offers monthly/seasonal  
Retail opportunity online  
Link in with leisure breaks offers

**Website add ons**  
Upgrade bedroom for day  
Upgrade referral/loyalty  
Add on gift for spa/treatments

**Hen Parties**  
Review hotel bookers  
Drinks & food packages  
Retail bundles

**Hotel Reception**  
Review daily availability  
Offer of the day at reception  
Team incentive

**Contact Residents**  
Call all leisure breakers before arrival  
Upgrade booked offer if space  
Pull weekend retail promotion together

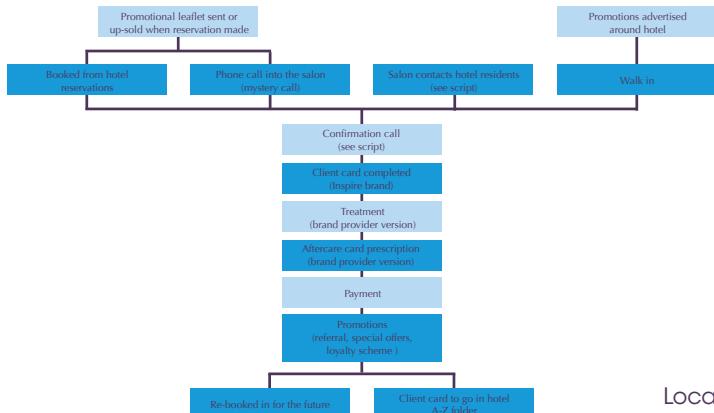
**Hotel Room Weekends**  
Brochure in room  
Latest seasonal offer in room  
Retail offer in room

**Sales Managers**  
Contact LPR database  
Corporate lunch with tasters  
Sales managers to promote

**Wedding Fares**  
Promote hen weekend  
Promote wedding day prep  
Honeymoon indulgence

# “bespoke” Inspire Beauty Service Plan

## Hotel Resident



## Health Club Member



## Local Resident



**Seasonal Advertising**  
At xmas lunch/dinners  
Valentines  
Mothers day

**Emergency Services**  
NHS hospitals (staff)  
Police (staff)  
GP surgeries

**Over 55's**  
Post office  
Bingo halls  
Library's

**Give a ways**  
Use sample on outreach  
Give sales managers samples  
Beauty clients

**Birthday/Anniversaries**  
Member birthday presents  
Beauty database special occasions  
Look at hotel bookings for parties

**Local Community**  
Sports clubs  
Local associations/societies  
Women's institute

**Inspire Teams**  
Offer on pay slips  
Team incentive  
Friends & family Mon-Thurs

**Lounge & Rest areas**  
Tentcard  
Monthly promotion  
Beauty spa day offer

**Studio**  
Teacher incentive  
Promotion up in frame  
Have offer on back of timetable

**New Members**  
20 min tasters  
Use as referral offer  
Offer as spot prize

**Leafleting**  
Grooming treatments only  
2 for 1 offer  
Referral to members/database

**Swap Data Site to Site**  
Other club members  
Beauty data base  
Future weddings

**Retail**  
Seasonal box sets ordered  
Monthly bolt on agreed  
Beauty night agreed

**Reservations**  
Know availability  
Up self beauty on every booking  
Confirmation letters inc beauty

## Beauty Service Plan

In order to ensure that high standards of service are continuously achieved, the Inspire Beauty service plan has been designed. Every beauty spa/salon MUST follow the step by step procedure to maximise revenue, client satisfaction and repeat business.

Three service plans have been designed to cover all clients.

1. Hotel Resident
2. Local resident
3. Health Club member

## Enquiries

When a potential client contacts the spa/salon they are giving a very clear and positive buying signal. The objective is to gain their trust, details, give them the information they require to make a decision and most importantly book an appointment.

Enquiries can take many forms from:

- Via Reservations
- Via Hotel Reception
- Incoming Telephone Call (Covered in section 7)
- Email
- Walk in

## Confirmation Call/Credit Card Details

In order to ensure clients remember their bookings, which sometimes can be made months in advance, we are to conduct appointment confirmation calls.

This is an opportunity to show what great service your spa/salons offers. The call confirms the appointment time, the therapist conducting the treatment, up selling another treatment plus ensures that the client knows the location of the spa/salon.

This will be a positive customer service experience plus increase appointment show rate and revenue.

For treatments that cost more than £50, a deposit will be required to confirm the booking.

## Client Cards

The cards are provided to ensure all relevant medical information is recorded. Appropriate action must be taken for any medical conditions, if you are in any doubt do not go ahead with the treatment and contact your Beauty Manager for advice.

Personal details are also completed on the form; this information is to be used to build a client database. (see client database section)

Before the treatment, a 5 minute consultation is to be completed. It is very important the Therapist conducting the treatment completes the consultation (see professional greeting). The Therapist is required to ask the client some personal health and skin questions. These are located on the reverse of the client card and it will give the Therapist an opportunity to highlight the products they are using and what the benefits will be to client. Opportunity for the Therapist to show their experience and knowledge, this will make the retail selling easier at a later stage.

## Treatment

All treatments are to be carried out to the product provider's specification. The room is to be set to a suitable temperature, clean, tidy and presented to standard (see Health & Beauty SOP #4). All products being used are to be explained to the client.

## After Care Card Prescription

Once the treatment has been completed an after care card prescription needs to be completed. This will highlight the products used during the treatment, what has had a positive result and what is recommended by the Therapist as a professional, for the client to use (this is where the previous display of knowledge and experience during the consultation will help).

Leave the client in the room to get changed with the products used and the completed after care card prescription.

## Payment

Before taking payment it is very important to ask if they have considered purchasing any of the products that have been professionally recommended to them.

## Promotions

After the payment has been taken, hand over the latest promotion flyers, referral leaflet or loyalty card. Offers are to be explained to the client and it is essential to ASK the client if they wish to re-book in the future now.

**HEALTH & BEAUTY SOP  
SOP #1a**

|  |  |
|--|--|
| <b>TITLE:</b> Personal Hygiene & Grooming Standards  | <b>DATE OF ISSUE:</b> February 2012  |
| <b>OBJECTIVE &amp; BENEFITS:</b><br>To ensure all hotel team members meet the required standards of personal hygiene and grooming. This projects a consistent smart and professional image to guests/members   |  |
| <b>HOW THE STANDARD IS TO BE ACHIEVED:</b>   | <b>RESPONSIBILITY:</b>   |
| <ul style="list-style-type: none"> <li>✓ All Health &amp; Beauty team members are to ensure that they adhere to the following Personal Hygiene &amp; Grooming standards:</li> <li>✓ General Hygiene <ul style="list-style-type: none"> <li>- regular showers/baths taken to ensure a fresh clean appearance free from body odour</li> <li>- use of deodorant to ensure longer lasting freshness particularly as job roles may involve physical exertion whilst on duty</li> <li>- perfume, deodorant and aftershave must not have an overpowering fragrance</li> </ul> </li> <li>✓ Hair &amp; Makeup <ul style="list-style-type: none"> <li>- hair must be clean, neat, tidy and of a natural shade</li> <li>- hair longer than shoulder length should be tied back in a professional manner with no flamboyant hair accessories</li> <li>- haircuts should be no shorter than a No 2</li> <li>- shaven hair designs are not permitted</li> <li>- faces must be clean shaven or with a neatly shaped and trimmed beard/or moustache</li> <li>- makeup should be kept to a minimum using subtle shades that naturally compliment the complexion</li> </ul> </li> <li>✓ Hands <ul style="list-style-type: none"> <li>- hands must be kept spotless at all times</li> <li>- nails must be kept meticulously clean and well manicured</li> <li>- nail varnish must be of a subtle shade and kept in good repair</li> </ul> </li> </ul> | <p style="text-align: center;">Health &amp; Beauty<br/>Manager/Personnel &amp; Training<br/>Manager</p> <p>All Health &amp; Beauty Team Members</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>MEN'S DEODORANT</p> </div> <div style="text-align: center;">  <p>BODY SPRAYS</p> </div> </div> <p>All Health &amp; Beauty Team Members</p> <div style="text-align: center;">  </div> |

| <b>TITLE:</b> Personal Hygiene & Grooming Standards   | <b>DATE OF ISSUE:</b> February 2012  |
|---|--|
| <p>✓ Footwear</p> <ul style="list-style-type: none"> <li>- footwear must be clean</li> <li>- heels should be no more than 2" high</li> <li>- when shoes are not worn for certain treatments feet must be suitably clean with manicured nails</li> </ul>   |                                  |
| <p>✓ Jewellery &amp; Piercing</p> <ul style="list-style-type: none"> <li>- jewellery must be kept to a discreet minimum to give a neat professional businesslike image</li> <li>- earrings must be kept to a minimum of one pair (one in each ear)</li> <li>- <b>jewellery MUST be removed when completing hands on treatments e.g. massage</b></li> <li>- male team members are required to remove their earrings whilst on duty</li> <li>- necklaces – maximum of one</li> <li>- bracelets – maximum of one</li> <li>- rings – maximum of one per hand (with the exception of wedding and engagement rings that can both be worn on one hand)</li> <li>- ankle chains are not permitted</li> <li>- piercing on any visible part of the body, including the tongue are not permitted</li> <li>- tattoos must be kept covered at all times</li> </ul> |  <p>All Beauty Team Members</p>  |
| <p>✓ The INSPIRED Corporate Uniform <b>MUST</b> be worn at all times when on duty</p> <ul style="list-style-type: none"> <li>- name badges must be worn at all times when on duty</li> <li>- the wearing of personal clothing that is <b>NOT</b> the Company / Elemis Uniform <b>IS NOT</b> permitted for health and hygiene</li> </ul>   |                                  |
| <p>✓ General Appearance:</p> <ul style="list-style-type: none"> <li>- general appearance should always be both neat and professional</li> </ul>   |  <p>All Beauty Team Members</p> |
| <p><b>VALUE ADDED POINTS (where applicable):</b><br/>Items such as hair clips/ties that compliment the colour scheme of the Elemis Corporate Uniform will project an overall 'finished' appearance when worn</p>  |  |

|  |                                     |
|--|-------------------------------------|
| <b>TITLE:</b> Personal Hygiene & Grooming Standards  | <b>DATE OF ISSUE:</b> February 2012 |
| <b>HEALTH &amp; SAFETY IMPLICATIONS:</b><br>High standards of personal hygiene ensure that guests and colleagues are surrounded by clean, odour free and professionally presented hotel team members at all times. Overall good levels of personal hygiene ensure that the hotel remains a safe, clean working environment |                                     |
| <b>HOW THE STANDARD IS TO BE MEASURED:</b><br>Beauty Club Manager/Personnel & Training Manager checks  |                                     |
| <b>REFERENCES:</b><br>Beauty SOP #1 –Elemis Corporate Uniform Standards  |                                     |
| <b>CONTACTS:</b><br>Hotel Personnel & Training Managers<br>Beauty Manager  |                                     |

### The Professional Greeting

- ✓ **Hi my name is (NAME), I am the (POSITION) here at the (Hotel NAME)**
- ✓ **Firstly I need to get a few details from you.**
- ✓ **Have you completed a client card before?**
- ✓ **Yes – Find client card**
- ✓ **No – I just need to check some medical questions with you and find out what treatments you have had in the past. Please can I ask you to complete this form**
- ✓ **Today you are booked in for a (TREATMENT). This will consist of (explain treatment and what will happen).**
- ✓ **If you have any questions during the treatment please ask as I am more than willing/happy to answer any questions.**
- ✓ **I will be using the following products today (LIST PRODUCTS AND EXPLAIN BENEFITS). After your treatment I will give you the opportunity to view these products.**
- ✓ **How does that sound?**
- ✓ **Please follow me to the treatment room.**

HEALTH & BEAUTY  
SOP #2a

|   |  |
|---|--|
| <b>TITLE:</b> Telephone Etiquette   | <b>DATE OF ISSUE:</b> January 2012   |
| <b>OBJECTIVE &amp; BENEFITS:</b><br>To ensure that our telecommunications system provides a quick, efficient and clear service for our guests and external customers. Callers will receive a consistent, professional greeting at all times and be connected to the relevant department with ease   |  |
| <b>HOW THE STANDARD IS TO BE ACHIEVED:</b>  | <b>RESPONSIBILITY:</b>   |
| <p><b>CALL ANSWERING:</b></p> <ul style="list-style-type: none"> <li>✓ <b>ALL</b> calls both internal and external <b>MUST</b> be answered within <b><u>3 Rings</u></b></li> </ul> <div style="border: 1px solid black; border-radius: 50%; padding: 10px; width: 150px; height: 150px; display: flex; align-items: center; justify-content: center;"> <p>Thank you for waiting/I<br/>apologise for keeping<br/>you waiting...</p> </div> <ul style="list-style-type: none"> <li>✓ Ensure the callers wait is acknowledged if the call has not been answered within 3 Rings</li> <li>✓ <b><u>ALL calls must be answered by giving<br/>your FIRST NAME in the greeting</u></b></li> <li>✓ <b><u>ALL calls must be answered by using<br/>the name of the spa/salon in the<br/>greeting</u></b></li> <li>✓ External calls should be answered with the following script – <b>‘Good Morning</b> (insert appropriate greeting for time of day) <b>Inspire Health &amp; Beauty</b> xxxx speaking (insert <b>FIRST</b> name), <b>how may I help you?</b>’</li> </ul> <p>e.g. <b><i>‘Good Morning Inspire Health &amp; Beauty Mary speaking how can I help you?’</i></b></p> <ul style="list-style-type: none"> <li>✓ Internal calls should be answered with the following script – <b>‘Good Morning</b> (insert appropriate greeting for time of day) <b>Health &amp; Beauty</b> xxxx speaking (insert <b>FIRST</b> name), <b>how may I help you?</b>’</li> </ul> | <p>Health &amp; Beauty Team</p> <div style="text-align: center;">  <p><b>X 3 Rings Only</b></p> </div> <p>Health &amp; Beauty Team</p> <div style="border: 1px solid black; border-radius: 50%; padding: 10px; width: 150px; height: 150px; display: flex; align-items: center; justify-content: center;"> <p>Good Afternoon, Barceló<br/>Spa/Health &amp; Beauty<br/>Mary speaking how<br/>may/can I help you?</p> </div> <div style="border: 1px solid black; border-radius: 50%; padding: 10px; width: 150px; height: 150px; display: flex; align-items: center; justify-content: center;"> <p>Good Morning, Health<br/>&amp; Beauty Jane<br/>speaking how<br/>may/can I help you?</p> </div> |

|  |  |
|--|--|
| <b>TITLE:</b> Telephone Etiquette  | <b>DATE OF ISSUE:</b> January 2012   |
| <b>CALL HANDLING:</b>  |  |
| <ul style="list-style-type: none"> <li>✓ Always use the guest's name wherever possible during the conversation, this can often be found on caller i.d. or gathered during their enquiry</li> <li>✓ Always give the caller your <b>FIRST</b> name so that they are aware of who they are speaking to</li> </ul>   | <p style="text-align: center;"><b>FIRST NAME!</b></p>  |
| <ul style="list-style-type: none"> <li>✓ Always ask the guest before placing them on hold to ensure that they have the option to leave a message or call back later</li> <li>✓ If a call is put through to the Health &amp; Beauty extension in error <b>ALWAYS APOLOGISE</b> to the guest for the mistake as <b>IT IS NOT THE CALLERS FAULT</b> that they have been mis-transferred – <b>REMEMBER</b> to create a good First Impression (see Health &amp; Beauty SOP #2)</li> <li>✓ When transferring a call always inform the guest that you will be putting their call through to another department and where their call will be forwarded to</li> <li>✓ If a guest query is not able to be answered immediately <b>ALWAYS</b> offer to find the information and call the guest back at a time that is convenient for them – do not pass the call from various departments or keep the caller on hold for an unnecessary period of time</li> </ul> | <p style="text-align: center;">Health &amp; Beauty Team</p> <div style="border: 1px solid black; border-radius: 50%; padding: 10px; width: fit-content; margin: auto;"> <p>That line is engaged at the moment would you like to hold?</p> </div> <p style="text-align: center;">Health &amp; Beauty Team</p> <p style="text-align: center;">Health &amp; Beauty Team</p>  <p style="text-align: center;">Health &amp; Beauty Team</p> <p style="text-align: center;">Health &amp; Beauty Team</p> <p style="text-align: center;">Health &amp; Beauty Team</p> |
| <b>TELEPHONE MANNER:</b> <ul style="list-style-type: none"> <li>✓ Ensure that the tone of voice used is friendly, polite and neutral</li> <li>✓ <b>SMILE</b> down the phone to project a happy voice</li> <li>✓ Let the caller hang up first so the call is not</li> </ul>   | <p style="text-align: center;">Health &amp; Beauty Team</p> <p style="text-align: center;">Health &amp; Beauty Team</p> <p style="text-align: center;">Health &amp; Beauty Team</p>  |

|   |   |
|---|---|
| <b>TITLE:</b> Telephone Etiquette   | <b>DATE OF ISSUE:</b> January 2012                              |
| <ul style="list-style-type: none"> <li>✓ <b>Read Back</b> Always read back the details of the booking to the guest. Eg. So Mrs Clarke you have booked a massage for this Saturday 20<sup>th</sup> Oct at 2pm for £25 and that is booked with Sarah,</li> <li>✓ <b>ALWAYS</b> thank the customer/guest for calling</li> <li>✓ <b>REMEMBER</b> colleagues in the Health &amp; Beauty can see you are busy but a caller cannot – do not rush the conversation or try to hurry the guest off the phone</li> </ul> | <p>Health &amp; Beauty Team</p> <p>Health &amp; Beauty Team</p> |
| <b>VALUE ADDED POINTS (where applicable):</b><br>When conversing with a customer/guest/member that is known to the Health & Beauty team enquire after their well being – <i>'Hello Mr Smith, how are you today/did you have a good weekend...?'</i>   |   |
| <b>HEALTH &amp; SAFETY IMPLICATIONS:</b><br>Possible neck strain – ensure that a risk assessment is carried out and the correct headset or shoulder rest is fitted where necessary – <b>IF HEADSETS HAVE BEEN PROVIDED BY THE HOTEL THEY <u>MUST</u> BE USED</b>  |   |
| <b>HOW THE STANDARD IS TO BE MEASURED:</b><br>Health & Beauty SOP #2 – First Impressions<br>Support Calls<br>Guest/Member Feedback  |   |
| <b>REFERENCES:</b><br>Support Call feedback and results   |   |
| <b>CONTACTS:</b><br>Health & Beauty Manager   |   |

## WEEKLY OPENING/CLOSING CHECKS

CLUB: \_\_\_\_\_

DATE: Week beginning \_\_\_\_\_

| Control Measures /<br>Observation Points                     | DAILY CHECKS<br>Initial when checked |   |   |   |   |   |   | Action Required | Date done |
|--|--------------------------------------|---|---|---|---|---|---|-----------------|-----------|
|  | M                                    | T | W | T | F | S | S |                 |           |
| <b>Open Rooms</b>  |                                      |   |   |   |   |   |   |                 |           |
| Reception desk tidy & presentable (Displaying latest offers) |                                      |   |   |   |   |   |   |                 |           |
| Displays, side ledges & windows tidy & presentable           |                                      |   |   |   |   |   |   |                 |           |
| Manicure/pedicure stations tidy & presentable                |                                      |   |   |   |   |   |   |                 |           |
| Floors clean, tidy & presentable                             |                                      |   |   |   |   |   |   |                 |           |
| Clean towels stocked for day ahead                           |                                      |   |   |   |   |   |   |                 |           |
| All products stocked for day ahead                           |                                      |   |   |   |   |   |   |                 |           |
| Turn on all relevant equipment                               |                                      |   |   |   |   |   |   |                 |           |
| Suitable music turned on                                     |                                      |   |   |   |   |   |   |                 |           |
| Therapy Couch decorated as appropriate (flower, stones etc)  |                                      |   |   |   |   |   |   |                 |           |
| Stock room/cupboard tidy & products clearly labelled         |                                      |   |   |   |   |   |   |                 |           |

| Control Measures /<br>Observation Points                     | DAILY CHECKS<br>Initial when checked |   |   |   |   |   |   | Action Required | Date done |
|--|--------------------------------------|---|---|---|---|---|---|-----------------|-----------|
|  | M                                    | T | W | T | F | S | S |                 |           |
| Reception to be wiped down                                   |                                      |   |   |   |   |   |   |                 |           |
| Displays, side ledges & windows to be wiped down             |                                      |   |   |   |   |   |   |                 |           |
| Manicure/pedicure stations to be wiped down                  |                                      |   |   |   |   |   |   |                 |           |
| Floors to be vacuumed, swept & moped                         |                                      |   |   |   |   |   |   |                 |           |
| Dirty towel taken to laundry                                 |                                      |   |   |   |   |   |   |                 |           |
| All products/equipment used to be wiped down (inc. wax pots) |                                      |   |   |   |   |   |   |                 |           |
| Turn off all relevant equipment                              |                                      |   |   |   |   |   |   |                 |           |
| Bins emptied   |                                      |   |   |   |   |   |   |                 |           |
| Lock/close Rooms   |                                      |   |   |   |   |   |   |                 |           |

## WEEKLY SAFETY CHECKS

CLUB: \_\_\_\_\_

DATE: Week beginning \_\_\_\_\_

| AREA                | Control Measures / Observation Points                                      | DAILY CHECKS<br>Initial when checked |   |   |   |   |   |   | Action Required | Date done |
|---------------------|--|--------------------------------------|---|---|---|---|---|---|-----------------|-----------|
|                     |  | M                                    | T | W | T | F | S | S |                 |           |
| Beauty /Hair Salons | All lights working   |                                      |   |   |   |   |   |   |                 |           |
|                     | Chemicals safely stored – separate, lids, no debris or spillages, labelled |                                      |   |   |   |   |   |   |                 |           |
|                     | PPE OK – Gloves, apron & mask  |                                      |   |   |   |   |   |   |                 |           |
|                     | Sound equipment checked  |                                      |   |   |   |   |   |   |                 |           |
|                     | Emergency alarm working  |                                      |   |   |   |   |   |   |                 |           |
|                     | Area safe, clean and tidy  |                                      |   |   |   |   |   |   |                 |           |
|                     | Non-disposable equipment sterilised before use                             |                                      |   |   |   |   |   |   |                 |           |
|                     | No hazardous substances left out   |                                      |   |   |   |   |   |   |                 |           |
|                     | Shower heads descaled /disinfected   |                                      |   |   |   |   |   |   |                 |           |
|                     | Fire doors clear and open freely   |                                      |   |   |   |   |   |   |                 |           |
|                     | Evacuation routes clear  |                                      |   |   |   |   |   |   |                 |           |
|                     | All extinguishers correct  |                                      |   |   |   |   |   |   |                 |           |
|                     | Strip off duvets & replace with clean                                      |                                      |   |   |   |   |   |   |                 |           |
|                     | All stool covers to be stripped and washed                                 |                                      |   |   |   |   |   |   |                 |           |
|                     | Strip off pillow cases & replace with clean                                |                                      |   |   |   |   |   |   |                 |           |

## WEEKLY CLEANING CHECKS

**CLUB:** \_\_\_\_\_  
\_\_\_\_\_

**DATE:** Week beginning

| AREA                                 | Control Measures / Observation Points  | WEEKLY CHECKS | Action Required | Date done |
|--------------------------------------|--|---------------|-----------------|-----------|
| Wax Pots                             | Remove inner heat pot and clean the bottom and place on tissue                     |               |                 |           |
|                                      | Tip remains of old wax from the bottom of the frame and clean with surgical spirit |               |                 |           |
|                                      | Replace inner pot and refill   |               |                 |           |
| Bins                                 | Remove bin bag and dispose   |               |                 |           |
|                                      | Use surgical spirit to wipe bottom and round lid                                   |               |                 |           |
|                                      | Replace bin bag  |               |                 |           |
| Floor                                | Hoover all floors  |               |                 |           |
|                                      | Mop with appropriate floor cleaner   |               |                 |           |
|                                      | With correct cleaning detergent wipe round all skirting.                           |               |                 |           |
|                                      | Remove any stubborn stains or wax with a cotton pad and surgical spirit            |               |                 |           |
|                                      | Move all manicure desk and beds and bins and clean behind.                         |               |                 |           |
| Sides, windows, reception & displays | Any stubborn stains need to be removed with surgical spirit                        |               |                 |           |
|                                      | All areas must be wiped over with d10  |               |                 |           |
|                                      | Polish main desk and displays with furniture polish if needed                      |               |                 |           |
|                                      | Key board and phones are to be wiped over with a disinfectant                      |               |                 |           |
| Beds, Towels & Mits                  | Remove all towels from couches and manicure tables                                 |               |                 |           |
|                                      | Strip of the duvet covers off and pillow cases, replace with clean ones            |               |                 |           |
|                                      | All head bands and mitts collect and wash  |               |                 |           |
|                                      | All stool covers to be striped off and washed                                      |               |                 |           |
| Draws & Cupboards                    | Empty draws and cupboards  |               |                 |           |
|                                      | Clean bottles and remove oily residue  |               |                 |           |
|                                      | Clean inside and outside of draws and cupboards                                    |               |                 |           |
|                                      | Clean handles  |               |                 |           |
|                                      | Replenish any low products   |               |                 |           |
|                                      | Write a list of out of stock products that need ordering                           |               |                 |           |

|  |   |
|--|---|
| <b>TITLE:</b> Beauty Treatment Rooms   | <b>DATE OF ISSUE:</b> February 2012   |
| <b>OBJECTIVE &amp; BENEFITS:</b>   |   |
| <p>The Reception area is the first area to be seen by a guest/member, it must therefore create an excellent first impression to ensure that the guest/member can register correctly for their visit. The correct process should be welcoming, polite and completed efficiently to allow the guest/member to register with the minimum of fuss</p>  |   |
| <b>HOW THE STANDARD IS TO BE ACHIEVED:</b>   | <b>RESPONSIBILITY:</b>  |
| <p><b>Health &amp; Beauty Rooms Set Up</b></p> <ul style="list-style-type: none"> <li>✓ Ensure that the Health &amp; Beauty Room provides a clean, well maintained and welcoming environment to create the setting for a relaxing treatment</li> <li>✓ Beauty Rooms <b>MUST</b> be clean, correctly lit, well maintained and free from clutter or debris</li> <li>✓ Beauty Rooms <b>MUST</b> be set up correctly for each client: <ul style="list-style-type: none"> <li>- equipment prepared, tested and safe e.g. waxing</li> <li>- each couch must be prepared with fresh towels and paper roll as applicable for each treatment</li> <li>- each prepared couch should have an item of impact to invite the guest into the environment</li> <li>- robes, towels and slippers to be available for guest use</li> <li>- clothes stand/hook to be available for guest use</li> </ul> </li> <li>✓ Where stereo systems are in place suitable background music <b>MUST</b> be playing – music must be <b>non lyrical</b> and suitable to a relaxing 4 star hotel Health &amp; Beauty environment</li> <li>✓ Any product displays should be clean, neat and suitable for the room set up</li> </ul> | <p>Health &amp; Beauty Team</p>    |
| <p><b>VALUE ADDED POINTS (where applicable):</b><br/>N/A</p>   |   |

|  |                                     |
|--|-------------------------------------|
| <b>TITLE:</b> Beauty Treatment Rooms   | <b>DATE OF ISSUE:</b> February 2012 |
| <b>HEALTH &amp; SAFETY IMPLICATIONS:</b><br>All Equipment set up safely and correctly      |                                     |
| <b>HOW THE STANDARD IS TO BE MEASURED:</b><br>Health & Safety Audit                        |                                     |
| <b>REFERENCES:</b><br>Health & Beauty SOP #5 & #5a - COSHH<br>Health & Beauty SOP #6 – PPE |                                     |
| <b>CONTACTS:</b><br>Health & Beauty Manager  |                                     |

**HEALTH & BEAUTY SALES  
SOP #4**

|   |                                     |
|---|-------------------------------------|
| <b>TITLE:</b> Client Card   | <b>DATE OF ISSUE:</b> February 2012 |
| <b>OBJECTIVE &amp; BENEFITS:</b>  |                                     |
| Client cards are provided to store guest/client details and ensure that all relevant medical and health information is available to the therapist to be considered when completing treatments |                                     |
| <b>HOW THE STANDARD IS TO BE ACHIEVED:</b>  | <b>RESPONSIBILITY:</b>              |
| ✓ <b>EVERY</b> guest/client <b>MUST</b> complete a Client Card before their first treatment at the club (see copy of card overleaf)   | Health & Beauty Manager & Team      |
| ✓ Completed cards are to be stored in an A-Z filing system  | Health & Beauty Manager & Team      |
| ✓ Completed cards <b>MUST</b> be checked at every visit to ensure that the treatment given is appropriate   | Health & Beauty Manager & Team      |
| ✓ If the guest <b>HAS NOT</b> visited the salon in the last 6 months then the details <b>MUST</b> be checked to ensure that they are up to date   | Health & Beauty Manager & Team      |
| ✓ Client cards should be prepared at the beginning of the shift to ensure that they are easily accessible when the client arrives   | Health & Beauty Manager & Team      |
| ✓ Client cards help keep an accurate database of client details and retail products sold  | Health & Beauty Manager & Team      |
| ✓ Client cards should be kept for a minimum of 3 years  | Health & Beauty Manager & Team      |
| <b>VALUE ADDED POINTS (where applicable):</b>   |                                     |
| N/A   |                                     |
| <b>HEALTH &amp; SAFETY IMPLICATIONS:</b>  |                                     |
| Accurate recording of any relevant medical conditions   |                                     |
| <b>HOW THE STANDARD IS TO BE MEASURED:</b>  |                                     |
| Accurate client database  |                                     |
| <b>REFERENCES:</b>  |                                     |
| Health & Safety Policy  |                                     |
| Health & Beauty Sales SOP #6 – Client Database  |                                     |
| <b>CONTACTS:</b>  |                                     |
| Health & Beauty Manager   |                                     |

**HEALTH & BEAUTY SALES  
SOP #5**

|  |                                    |
|--|------------------------------------|
| <b>TITLE:</b> After Care Card  | <b>DATE OF ISSUE:</b> January 2012 |
| <b>OBJECTIVE &amp; BENEFITS:</b>   |                                    |
| After Care Cards are provided to store guest/client aftercare advice and retail purchase details so this information is available to the therapist to be considered when completing future treatments  |                                    |
| <b>HOW THE STANDARD IS TO BE ACHIEVED:</b>   | <b>RESPONSIBILITY:</b>             |
| ✓ After <b>EVERY</b> treatment the After Care Card should be completed   | Health & Beauty Manager & Team     |
| ✓ The following details should be recorded: <ul style="list-style-type: none"> <li>- products purchased (this can then be checked to ask the client if they require further supplies)</li> <li>- treatments they enjoy</li> <li>- details of any aftercare required</li> </ul> | Health & Beauty Manager & Team     |
| ✓ Keep a copy and give a copy to the guest   | Health & Beauty Manager & Team     |
| ✓ Completed cards are to be stored in an A-Z filing system with client cards   | Health & Beauty Manager & Team     |
| ✓ Completed cards should be checked at every visit to ensure that the treatment given is appropriate   | Health & Beauty Manager & Team     |
| ✓ After Care Cards help keep an accurate database of client details and retail products sold   | Health & Beauty Manager & Team     |
| ✓ After Care Cards should be kept for a minimum of 3 years   | Health & Beauty Manager & Team     |
| <b>VALUE ADDED POINTS (where applicable):</b>  |                                    |
| N/A  |                                    |
| <b>HEALTH &amp; SAFETY IMPLICATIONS:</b>   |                                    |
| N/A  |                                    |
| <b>HOW THE STANDARD IS TO BE MEASURED:</b>   |                                    |
| Accurate client database   |                                    |
| <b>REFERENCES:</b>   |                                    |
| Health & Safety Policy<br>Health & Beauty Sales SOP #6 – Client Database   |                                    |
| <b>CONTACTS:</b>   |                                    |
| Health & Beauty Manager  |                                    |

## Health and Beauty Sales

