

12/9/2018



SPHM  
HOSPITALITY


## SPHM – SPA STANDARD OPERATING PROCEDURES



By: | Drs. Agustinus Agus Purwanto, SE MM



# Spa - Standard Operating Procedures

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		How to Welcome a Guest	
	AREA Spa & Health Club	PROCEDURES Spa Receptionist	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guests are greeted as per standard.


## Procedure

### *Materials*

1. Fully decorated reception area
2. Cold towels
3. Welcome drink
4. Tray
5. Flower
6. Consultation form

### *Procedures*

1. Greet with a smile & a "Wai".
2. "Welcome to Spa (name of guest)."
3. Take guest to the seat.
4. Serve welcome drink and cold towel.
5. Confirm guest name and treatment (if applicable) or ask the guest how we can assist them: "How may assist you (name of guest)?"
6. Ask guest to fill a consultation form (if applicable).

	HOTEL STANDARD OPERATING PROCEDURES	SPA - 002	PAGE 04
		How to take a Booking in Person	
	AREA Spa & Health Club	PROCEDURES Spa Receptionist	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that bookings taken in person are done as per correct order.


## Procedure

### *Materials*

1. Spa Menu
2. Booking Sheet

### *Procedures*

1. Present the Spa Menu to the guest.
2. What kind of treatment would they like?
3. When and what time?
4. How many people?
5. Ask for name and room number?
6. Confirm treatment/person/date & time/guest's name & room number.
7. Inform guest about the spa etiquette.
8. Farewell.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 003	PAGE 05
		How to take a Booking by Phone	
	AREA Spa & Health Club	PROCEDURES Spa Receptionist	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that bookings taken by phone are done as per correct order.


## Procedure

### Materials

1. Spa Menu
2. Booking Sheet

### Procedures

1. Answer the phone within 3 rings.
2. "Good morning/afternoon/evening. Spa (name of associate) speaking, how may I assist you?"
3. What kind of treatment would they like?
4. When and what time?
5. How many people?
6. Ask for their name and room number?
7. If the guest is a non-residence guest, ask for hotel name and credit card number.
8. Confirm treatment/person/date & time/guest's name & room number.
9. Inform guest about the spa etiquette.
10. Farewell; "Thank you for calling Spa. I'm looking forward to see you soon. Have a good day/afternoon/evening."

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 004	PAGE 06
		How to escort a Guest to the Treatment Room	
	AREA Spa & Health Club	PROCEDURES Spa Receptionist	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guests are escorted in the proper way.

## Procedure


### *Materials*

1. Prepared changing and treatment room.

### *Procedures*

1. Escort the guest by saying; "(name of guest), please follow me. I will take you to the treatment room."
2. Walk with the guest and carry their guest belongings.
3. Show the treatment room to the guest by saying; "This is your treatment room."
4. Show the steam and shower room (if applicable) and the toilet to the guest by saying; "The steam, shower room and toilet is over there, Please take a shower before you use the steam room and you may take a towel inside."
5. If the guest wants to have a bath and use the Jacuzzi, show it to the guest by saying "This is the bath room and the Jacuzzi, if you would like to enjoy the Jacuzzi just press this button." Show and explain him/her the button/controls.
6. Show the locker to the guest by saying; "We provide you a locker, you can keep all your value belongings inside. Please keep the key with you and return it to the reception before you leave our spa."
7. Introduce the Therapist to the guest by saying "This is (name of associate), she/he is your therapist today."
8. Reception wishes a nice treatment before leaving by saying; "Enjoy your treatment, have a good time."



	HOTEL STANDARD OPERATING PROCEDURES	SPA – 005	PAGE 07
		How to settle Payments	
	AREA Spa & Health Club	PROCEDURES Spa Receptionist	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that payments are according to hotel standard.

## Standard

- Payments to the room account has always first priority and must be offered as its first option.


## Procedure

### *Materials*

1. Feedback card
2. Bill/Payment Statement
3. Hot tea and fresh fruits

### *Procedures*

1. Prepare the bill/payment statement and wait to escort the guest to the relaxing area/lobby.
2. Ask the guest about the treatment by saying; "How was your treatment?"
3. Offer fruits and tea; "Would you like to have some tea and fruits?"
4. Ask the guest for the payment by saying "How would you like to pay your bill, to your room account, by credit card or cash?"
5. Show the feedback card to the guest by saying; "Would you mind to fill-out this feedback form, I would very much appreciate."
6. Wait until the guest is done, then say; "Thank you for your valued comment and this is your bill (name of guest)."
7. After the payment is done, make a "Wai" and say; "Thank you very much, have a very pleasant day/evening."


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 006	PAGE 08
		How to say farewell	
	AREA Spa & Health Club	PROCEDURES Spa Receptionist	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guests are farewell in a courteous manner.

## Procedure

1. Receptionist(s) must stand by at the entrance.
2. Farewell the guest by saying; "Thank you to come to the Spa; I am looking forward to see you again. Have a good day/evening/night."

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 020	PAGE 09
		Spa Etiquette for Spa Employees	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that all grooming standards and hotel etiquette is enforced strictly at all Spas. All spa therapists must implement and understand the spa etiquette in order to create a professional environment in which the guest enjoys comfort and relaxation.


## Procedure

### *Materials*

1. List of Spa Etiquette

### *Procedures*

1. Do not discuss personal matters with guests and colleagues
2. Never linger for tip.
3. Never offer "extra" services.
4. Do not delegate work in front of a guest.
5. Speak slowly and clearly to all guests so they can understand.
6. Never say "no" to a guest, have always an alternative available
7. Never use mobile phones on the Spa compound.
8. Strictly adhere to the general hotel grooming standards outlined in the hotel Corporate Operating Procedure manual.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 021	PAGE 10
		Hygiene Standard of Bathrobes and Towels	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that bathrobes and towels are changed after usage.


## Procedure

### *Materials*

1. Towels/Bathrobes

### *Procedures*

1. After the use of towels and bathrobes, they must be replaced with clean and fresh ones for the next guests.
2. No towels or bathrobes are to be re-used from one guest to another. This would result in a very poor standard of hygiene.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 022	PAGE 11
		How to clean a Treatment Room	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that treatment rooms are cleaned daily, before opening and closing of the Spa, and where necessary after usage.


## Procedure

### *Materials*

1. Cleaning shampoo
2. Floor mop & wipe
3. Garbage plastic bags

### *Procedures*

1. The deep cleaning is done by spa attendants/therapists.
2. Mirrors are cleaned
3. Vanity and sink area cleaned
4. Fixtures are polished
5. Counter is clean and organized
6. Corridor carpets/floors are clean
7. Locker doors are closed
8. Garbage bins are clean and polished
9. Floor must be clean and dry (some of scrub article may left-over on the floor)
10. Toilet must be flushed and cleaned
11. Seat is cleaned and placed down
12. Sufficient toilet tissue paper is folded as per standard
13. Toilet roll dispensers are cleaned and full.
14. Sanitary bin in the female toilet is cleaned and tidy-up with lid secured
15. Toilet and all fixtures are in good shape
16. Floor is clean and dry
17. Shower smells clean and fresh
18. Shower walls are clean/mildew free
19. Shower tiles are clean and polished
20. Showers are in good shape
21. Shower dispensers or product bottles are clean newly-looking.
22. Shower floor is clean and dry

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 023	PAGE 12
		How to setup a Massage Bed	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the massage bed is setup correctly.

## Procedure

### *Materials*


1. Fully set up massage bed
2. Standard diagram

### *Standard*

1. Prepare 1 cream bed sheet,
2. 2 bath towels,
3. 1 face towel for face cradle draping
4. Sheet should be clean and neat (no wrinkles)

### *Procedures*

1. Clean the massage bed; make sure there is no dirt or dust on it.
2. Place the sheet on top of the massage bed, then follow with a bath towel as per standard diagram.
3. The second bath towel is folded as per standard and positioned to the bottom centre with a single orchid.
4. Position the neck pillow with a face towel folded as per standard and place a single orchid on it.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 024	PAGE 13
		How to setup the Vichy Shower	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the Vichy shower is setup correctly.


## Procedure

### *Materials*

1. 2 Body Towels
2. Therapist's "wet uniform"

### *Procedures*

1. Turn on the Vichy machine half an hour before guest arrival time.
2. Test the temperature of water to be at 33-34 Celsius.
3. Test the water spray which mustn't be too strong - set at (number) Celsius and level.
4. Body Towel is laid-out on the Vichy bed - so guest won't feel cool during the treatment.
5. Therapist must wear the "wet uniform" before guest arrival.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 025	PAGE 14
		How to setup the Steam Room	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the steam room is setup correctly.

## Procedure


### *Materials*

1. Mixed Thai herbs in a coconut bowl
2. Essential Oil - 2-3 drops
3. 2 Body Towels

### *Procedures*

1. Turn on the steam half an hour before guest arrival time.
2. Set the steam at the highest level for 10 minutes until the steam comes-out.
3. Then turn the steam to low.
4. 2 Body Towels laid-out on the bench - so guests won't feel hot while they sit in the room.
5. Add 2-3 drops of essential oil into the coconut bowl. Smell shall not be too strong.
6. Place coconut bowl under the steam pipe.
7. Clock – check that it is properly working for the guest and therapist to check the time.
8. Steam time is recommended for around 20 minutes.



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		How to set the Body Treatment Room	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the body treatment room is set correctly.


## Procedure

### Materials

- |                       |                         |
|-----------------------|-------------------------|
| 1. Massage bed        | 9. 1 Eye rest pillow    |
| 2. 1 Therapist stool  | 10. 1 Towel             |
| 3. 1 Floral foot bath | 11. 1 Wooden try        |
| 4. 1 Bergamot         | 12. 1 Scrub bowl        |
| 5. 5 Kaffir lime      | 13. 1 Mask bowl         |
| 6. 1 Bath matt        | 14. 1 Moisturizing bowl |
| 7. 2 Foot towels      | 15. 1 spatula           |
| 8. 1 Hot cabinet      |                         |

### Procedures

- 1 sliced Bergamot and 5 Kaffir limes are added to the foot floral bath.
- 2 Foot towels are placed on the right hand side of therapist.
- 1 Bath matt lies in front of the shower room.
- 1 Hot cabinet set with fully heated hand towels.
- 1 Eye rest pillow is set.
- 1 Bath towel hanging in the front of the shower room.
- 1 Scrub bowl, 1 Mask bowl, 1 Moisturizing bowl set

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 027	PAGE 16
		How to setup the Massage Bed for Body Treatments	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the bed for body treatments is set correctly.


## Procedure

### *Materials*

1. 1 Massage bed
2. 1 Bed sheet
3. 2 Bath towels
4. 1 Face towels
5. 1 Face cradle pillow
6. 1 Ankle pillow

### *Procedures*

1. Place the sheet on top of the massage bed, followed by a bath towel as per standard diagram.
2. The second bath towel is folded as per standard and positioned to the bottom centre with a single orchid.
3. Position the neck pillow with a face cradle pillow and face towel on top.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 028	PAGE 17
		How to setup the Massage Bed for Thai Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the bed for Thai massage is set correctly.


## Procedure

### *Materials*

1. 1 Mattress
2. 1 Bed sheet
3. 1 Bath towel
4. 1 Face towels
5. 1 Pillow
6. 1 Pillow case
7. 1 Thai Pyjama

### *Procedures*

1. Place the sheet on top of the mattress.
2. Put the bath towel on top.
3. Ankle pillow end of the mattress.
4. Put the pillow on top of the mattress.
5. Put the face towel on top of pillow.
6. Lay the Thai Pajama at the end of the day bed.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 029	PAGE 18
		How to setup the Room for Oil Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the room is setup for oil massage.


## Procedure

### *Materials*

1. 1 Massage bed
2. 1 Tray
3. 1 Relaxing chair
4. 1 Therapist stool
5. 1 Floral foot bath
6. 1 Bergamot
7. 5 Kaffir lime
8. 1 Bath matt
9. 2 Foot towels
10. 1 Eye rest pillow

### *Procedures*

1. Set the massage bed as per standard.
2. Refill warm water in the floral foot bath.
3. Refill bergamot slices.
4. Refill Kaffir lime leafs.
5. Set the two foot towels on the right hand side of the therapist.
6. Set the eye rest pillow with eye rest tray on the right hand side of the guest pillow.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 030	PAGE 19
		How to setup the Bed for Oil Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the bed is setup for oil massage.


## Procedure

### *Materials*

1. 1 Massage bed
2. 1 Bed sheet
3. 1 Ankle pillow
4. 1 Bath towel
5. 1 Face towel
6. 1 Face cradle pillow

### *Procedures*

1. Fix cover sheet on top of the bed.
2. Bath towel set on top.
3. Face towel set on face cradle pillow.
4. Ankle pillow, placed on the massage bed.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 031	PAGE 20
		How to set the Room for Foot Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the room is set for foot massage.


## Procedure

### *Materials*

1. 1 Massage bed
2. 1 Tray
3. 1 Relaxing chair
4. 1 Therapist stool
5. 1 Floral foot bath
6. 1 Bergamot
7. 5 Kaffir lime
8. 1 Bath matt
9. 2 Foot towels
10. 1 Hot cabinet
11. 1 Oil massage cup
12. 1 Foot cream cup
13. 1 Eye rest pillow

### *Procedures*

1. Set the massage bed as per standard.
2. Refill warm water in the floral foot bath.
3. Refill bergamot slices.
4. Refill Kaffir lime leafs.
5. 2 Foot towels on the right hand side of the therapist stool.
6. Hot cabinet with fully warmed foot towels.
7. Foot cream cup and oil massage cup set on the tray.
8. Eye rest pillow is set.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 032	PAGE 21
		How to set the Bed for Foot Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the bed is set for foot massage.


## Procedure

### *Materials*

1. 1 Massage bed
2. 1 Bed sheet
3. 1 Ankle pillow
4. 1 Bath towel
5. 1 Pillow
6. 1 Pillow Case
7. 1 Face towel

### *Procedures*

1. Fix cover sheet on top of the bed.
2. Pillow set with pillow case.
3. Hand towel on top of the pillow.
4. Bath towel on the top.
5. Ankle pillow is set massage bed

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 033	PAGE 22
		How to set the Bed for Foot Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the bed is set for foot massage.

## Procedure


### Materials

- |                       |                      |
|-----------------------|----------------------|
| 1. 1 Massage bed      | 8. 1 Tray            |
| 2. 1 Relaxing chair   | 9. 1 Therapist stool |
| 3. 1 Floral foot bath | 10. 1 Bergamot       |
| 4. 5 Kaffir lime      | 11. 1 Bath matt      |
| 5. 2 Foot towels      | 12. 1 Hot cabinet    |
| 6. 1 Eye rest pillow  | 13. 1 Bath towel     |
| 7. 1 Scrub bowl       |                      |

### Procedures

1. Massage bed with full setup as per standard
2. 1 Tray
3. 1 Relaxing chair
4. 1 Therapist chair
5. 1 Floral foot bath
6. 1 Bergamot, sliced, add to foot floral bath
7. 5 Kaffir lime add to foot floral bath
8. 2 Foot towels set on the right hand side of Therapist
9. 1 Bath matt front of the shower room
10. 1 Hot cabinet with fully warmed face towel
11. 1 Eye rest pillow
12. 1 Scrub bowl
13. 1 Bath towel hanging in front of the shower room



	HOTEL STANDARD OPERATING PROCEDURES	SPA – 034	PAGE 23
		How to set the Bed for Body Scrub	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the bed is set for Body Scrub.


## Procedure

### *Materials*

1. 1 Massage bed
2. 1 Bed sheet
3. 2 Bath towel
4. 1 Ankle pillow
5. 1 Face cradle pillow
6. 1 Face towel
7. 1 Pillow

### *Procedures*

1. Fix cover sheet on top of the bed.
2. Bath towel on top.
3. Face towel on face cradle pillow.
4. Ankle pillow set on the massage bed with bath towel on top.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 035	PAGE 24
		How to set the Room for the Thai Compress Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the Room for the Thai Compress massage is set correctly.


## Procedure

### *Materials*

1. Massage bed
2. 1 Tray
3. 1 Relaxing chair
4. 1 Therapist stool
5. 1 Floral foot bath
6. 1 Bergamot
7. 5 Kaffir lime
8. 1 Bath matt
9. 2 Foot towels
10. 1 Eye rest pillow
11. 2 Hot herbal cushion compress
12. 1 Hot steamer
13. 1 Small towel

### *Procedures*

1. Set the massage as per standard.
2. Refill warm water into the floral foot bath.
3. Refill with bergamot slices.
4. Refill Kaffir lime leafs.
5. Two foot towels are set on the right hand-side of therapist.
6. Eye rest pillows.
7. Two hot herbal cushion compress.
8. One Hot steamer.
9. One Small towel (to hold the hot compresses).

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 036	PAGE 25
		How to set the Bed for Thai Herbal Compress Massage	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the Bed for the Thai Compress massage is set correctly.


## Procedure

### *Materials*

1. Massage bed
2. 1 Bed sheet
3. 1 Bath towel
4. 1 Ankle pillow
5. 1 Face towel
6. 1 Pillow
7. 1 Pillow case
8. 1 Thai Herbal Compress Pyjama
9. 1 Eye rest pillow

### *Procedures*

1. Place the sheet on the top of the day bed.
2. Bath towel on top.
3. Ankle pillow, set on the massage bed
4. Pillow set on top of the day bed.
5. Face towel set on top of the pillow.
6. Thai Herbal Pajama set at the end of the day bed.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 037	PAGE 26
		How to set the Room for Facial Treatments	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the Room for Facial Treatment is set correctly.


## Procedure

### *Materials*

1. Massage bed
2. 1 Tray
3. 1 Therapist stool
4. 1 Hot cabinet
5. 1 Facial bowl
6. 10 Pieces of damp cotton
7. 1 Eye make-up remover
8. 1 Facial cleanser
9. 1 Facial toner
10. 1 Facial scrub
11. 1 Facial massage cream
12. 1 Facial mask
13. 1 Eye and lip moisturizer
14. 1 Facial moisturizer cream

### *Procedures*

1. Set the massage bed as per standard
2. One Therapist stool
3. One Hot cabinet with fully warmed hand and face towels inside
4. One Facial bowl
5. Ten pieces of damp cotton
6. Eye make up remover
7. Facial cleanser
8. Facial toner
9. Facial scrub
10. Facial massage cream
11. Facial mask
12. Eye and lip moisturizer
13. Facial moisturizer cream
14. No. 4-13 set all on the tray

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 038	PAGE 27
		How to set the Bed for Facial Treatments	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the Bed for Facial Treatment is set correctly.


## Procedure

### *Materials*

1. Massage bed
2. 1 Bed sheet
3. 1 Ankle pillow
4. 1 Bath towel
5. 3 Face towels

### *Procedures*

1. Fix cover sheet on top of the bed.
2. Set the pillow.
3. Face towel on top of the pillow.
4. Bath towel on top.
5. Ankle pillow set on the massage bed.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 039	PAGE 28
		How to Handle Massage Oil for Oil Treatments	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the massage oil used for treatments is properly handled with care.

## Procedure

### *Materials*


1. Massage oil
2. Measure bottle

### *Standard*

1. In order to refill massage oil, each type of oil is measured by ceramic bottle, only empty bottles can be re-filled.
2. Never use other measure bottles.
3. Stock control is supervised by Spa Manager or Assistant/Supervisor.

### *Procedures*

1. Measure 25 ml for regular body massages. For larger persons 30 ml is used.
2. Pump the oil in the oil massage bottle and place it on a tray.
3. Therapists will record the massage oil in the oil record & also sign their name on it.
4. Oil left-over from a massage shall be poured back into its original container for re-use.
5. Dirty bottles are collected thoroughly cleaned with cleaning liquid.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 040	PAGE 29
		How to Welcome a Guest for Treatments	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the guest is welcomed according to standard.

## Procedure

1. Be ready within 10 minutes prior to scheduled appointment.
2. Standard hotel greeting; "Welcome to the Spa (Name of guest)."
3. Serve welcome drink and cold towel.
4. Ask guest to fill-in the consultation form (only for the first time).
5. If the treatment starts later than scheduled, ensure that the guest is informed of the shorter treatment time; "Dear Mr. Brown, your treatment starts 5 minute after schedule. Unfortunately the overall treatment time will be 5 minute shorter."
6. Verbally identify treatment, duration and location' "Today you have booked the (treatment name) for the duration of (number) minutes/hour in the (name of treatment room)."
7. Ensure the guest is ready by saying; "Are you ready to start your treatment?"
8. Ask the guest to follow him/her to the room; "Kindly follow me/ or this way please."
9. Walk beside the guest in a decent distance.
10. Open all doors and allow guest to enter first.
11. Introduce the therapist; "This is (name of therapist), she/he is your therapist today."

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 041	PAGE 30
		How to take care of the Guest during Body Scrub Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM


## Objective

This SOP shall ensure that the guest comfort and satisfaction is met during his/her treatment.

## Procedure

1. Adjust the music and lighting level as per guest's likes, music is pre-set on soft-volume.
2. Check guest's comfort level throughout the treatment up his/her satisfaction.
3. Cover the guest with additional sheets or blanket if required.
4. Establish and adjust if pressure, temperature changes are needed during the body scrub treatment.
5. Explain draping procedures to the guest, lying face-down.
6. Test the water on the guest feet first to ensure that the temperature is appropriate.
7. Scrub back of the guest's legs and back.
8. Explain to the guest how to turn over onto their back and hold-up a towel during the turn, covering your vision.
9. Scrub guest's arms and upper chest (collar bone area).
10. Explain draping procedure prior to scrubbing the abdomen and ensure that the chest is draped (females only).
11. Ensure all areas of the body are scrubbed; rinsed, gel/lotion was applied and re-rinsed.
12. Turn off water after scrub is completed and explain last draping procedures of the service.
13. Assist with guest's back onto the table after draping procedures are performed.
14. Explain how guest should position himself/herself back onto the table while their back is turned to you.
15. Apply cream to the guest's body.




	HOTEL STANDARD OPERATING PROCEDURES	SPA – 042	PAGE 31
		How to take care of the Guest after Body Scrub Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guest is taken care of after his/her treatment.

## Procedure

1. Ensure the treatment lasts as scheduled.
2. Advice guest to take his/her time sitting-up.
3. Softly advice guest that the body scrub is completed i.e.; "Excuse me (name of guest) I have completed your body scrub, may I assist you in getting you off the table?"
4. Slowly increase the lighting or music level.
5. Provide/Assist in easy access to personal belongings or slippers/robe when getting off the table.
6. Leave the room to allow guest to dress.
7. Meet guest, escort him/her to the relaxing area/lobby and provide refreshments and product description card with explanation of the products on the card.
8. Advise home care product program.
9. Recommend other treatments that might benefit.
10. Advise to re-hydrate and rest prior to entering pools.
11. If products are purchased suggest room delivery.
12. Educate about the long-term benefits of this service.
13. Assure guest they are comfortable in getting to their next destination and escort if possible.
14. If escort is not possible, provide clear directions.
15. Thank the guest for his/her time spent at the Spa.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 043	PAGE 32
		How to take care of the Guest during Hot Compress Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the guest comfort and satisfaction is met during his/her treatment.

## Procedure

1. Adjust the music and lighting level as per guest's likes, music is pre-set on soft-volume.
2. Check guest's comfort level throughout the treatment up his/her satisfaction.
3. Cover the guest with additional sheets or blanket if required.
4. Establish and adjust if pressure, temperature changes are needed during the hot compress treatment.
5. Explain draping procedures to the guest, lying face-down.
6. Perform massage on each part of the body, followed by the hot compress.
7. Advice guest of heat transfer procedure before applying, that the hot compress does not burn the guest.
8. Be aware to check the heat of the hot compresses with the inner part of the therapist's arm or on the neck (sensitive area) every time before applying to the guest.
9. The first hot compress applied should not lie on the body for too long, as temperature drops the compress can lay longer.
10. Advice the guest to not take a shower after the treatment, the guest shall wait for at least 2 or 3 hours to allow the herbs from the compress stimulating the skin and muscles.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 044	PAGE 33
		How to take care of the Guest after Hot Compress Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guest is taken care of after his/her treatment.

## Procedure

1. Ensure the treatment lasts as scheduled.
2. Advise guest to take his/her time sitting-up.
3. Softly advise guest that the body scrub is completed i.e.; "Excuse me (name of guest) I have completed your hot compress treatment, may I assist you in getting you off the table?"
4. Slowly increase the lighting or music level.
5. Provide/Assist in easy access to personal belongings or slippers/robe when getting off the table.
6. Leave the room to allow guest to dress.
7. Meet guest, escort him/her to the relaxing area/lobby and provide refreshments and product description card with explanation of the products on the card.
8. Advise home care product program.
9. Recommend other treatments that might benefit.
10. Advise to re-hydrate and rest prior to entering pools.
11. If products are purchased suggest room delivery.
12. Educate about the long-term benefits of this service.
13. Assure guest they are comfortable in getting to their next destination and escort if possible.
14. If escort is not possible, provide clear directions.
15. Thank the guest for his/her time spent at the Spa.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 045	PAGE 34
		How to atake care of the Guest during Foot Massage Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the guest comfort and satisfaction is met during his/her treatment.

## Procedure

1. Adjust the music and lighting level as per guest's likes, music is pre-set on soft-volume.
2. Check guest's comfort level throughout the treatment up his/her satisfaction.
3. Cover the guest with additional sheets or blanket if required.
4. Establish and adjust if pressure, temperature changes are needed during the foot massage treatment.
5. Ask for his/her experience in foot massage before, explain all steps if applicable.
6. Draping procedures are explained.
7. At the beginning of the massage, adjust the pressure until the guest is satisfied.
8. Wipe the excess oil from the feet otherwise guest will feel uncomfortable.
9. Advice the guest not to wash his/her feet after the treatment, the guest shall wait 2 or 3 hours for healing efficiency.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 046	PAGE 35
		How to take care of the Guest after Foot Massage Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guest is taken care of after his/her treatment.

## Procedure

1. Ensure the treatment lasts as scheduled.
2. Advise guest to take his/her time sitting-up.
3. Softly advise guest that the foot massage is completed i.e.; "Excuse me (name of guest) I have completed your foot massage treatment?"
4. Slowly increase the lighting or music level.
5. Provide/Assist in easy access to personal belongings or slippers/robe when getting off the table.
6. Leave the room to allow guest to dress.
7. Meet guest, escort him/her to the relaxing area/lobby and provide refreshments and product description card with explanation of the products on the card.
8. Advise home care product program.
9. Recommend other treatments that might benefit.
10. Advise to re-hydrate and rest prior to entering pools.
11. If products are purchased suggest room delivery.
12. Educate about the long-term benefits of this service.
13. Assure guest they are comfortable in getting to their next destination and escort if possible.
14. If escort is not possible, provide clear directions.
15. Thank the guest for his/her time spent at the Spa.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 047	PAGE 36
		How to take care of the Guest during Facial Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the guest comfort and satisfaction is met during his/her treatment.

## Procedure

1. Adjust the music and lighting level as per guest's likes, music is pre-set on soft-volume.
2. Check guest's comfort level throughout the treatment up his/her satisfaction.
3. Cover the guest with additional sheets or blanket if required.
4. Establish and adjust if pressure, temperature changes are needed during the facial treatment.
5. All excess make-up is removed completely and gently.
6. Use magnification lamp when observing guest skin type.
7. Explain observation of the skin type and advise appropriate products that will be used during the facial treatment.
8. Apply and remove cleansers, exfoliates, masks and creams over the entire face and upper chest area in a smooth and rhythmical motion.
9. Ask Guest if they would like an extraction prior to starting.
10. During the mask, inform guest and request permission.
11. Advise when you will return and what to do whilst you are gone.
12. Massage the face, neck and shoulder for 10 minutes.
13. Perform a contour lifting and acupressure massage to the face.
14. Explain the chosen ampoule and how/why it is applied.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 048	PAGE 37
		How to take care of the Guest after Facial Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guest is taken care of after his/her treatment.

## Procedure

1. Ensure the treatment lasts as scheduled.
2. Advise guest to take his/her time sitting-up.
3. Softly advise guest that the facial is completed i.e.; "Excuse me (name of guest) I have completed your facial treatment?"
4. Slowly increase the lighting or music level.
5. Provide/Assist in easy access to personal belongings or slippers/robe when getting off the table.
6. Leave the room to allow guest to dress.
7. Meet guest, escort him/her to the relaxing area/lobby and provide refreshments and product description card with explanation of the products on the card.
8. Advise home care product program.
9. Recommend other treatments that might benefit.
10. Advise to re-hydrate and rest prior to entering pools.
11. If products are purchased suggest room delivery.
12. Educate about the long-term benefits of this service.
13. Assure guest they are comfortable in getting to their next destination and escort if possible.
14. If escort is not possible, provide clear directions.
15. Thank the guest for his/her time spent at the Spa.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 049	PAGE 38
		How to serve a hot Tea and fresh Fruit after Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that hot tea and fresh fruits are served after treatment.


## Materials

1. Hot tea
2. Fresh fruits
3. plate, toothpick, paper napkin

## Procedure

1. Tea is being served in the guest reception area/lobby.
2. Fruits are chilled and fresh.
3. When the therapist has completed the treatment and the guest gets dressed, take the hot tea and fruits to the table at the reception area.
4. Offer refreshments; " (description and healing effects of the tea served), please enjoy."



	HOTEL STANDARD OPERATING PROCEDURES	SPA – 050	PAGE 39
		How to clean the Spa Reception Area	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective


This SOP shall ensure that the Spa Reception Area is tidy.

## Materials

1. Cleaning Tool - Mop, Wiper
2. Wet and dry cleaning towel
3. Garbage plastic bag

## Procedure

1. Area smells clean and fresh, enhanced with aromas from the aroma oil burner.
2. Counter is clean and organized.
3. Floor is clean.
4. Spa entrance is cleaned.
5. Garbage bins are emptied, clean and polished.
6. Setting area is clean and neat, magazines are arranged, cushions or pillows are well presented, dust free.
7. Lights are clean.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 051	PAGE 40
		How to clean the Spa Public Area	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the Spa public Area is clean and tidy.


## Materials

1. Floor Cleaning Shampoo & Mop
2. Floor wiper
3. Plastic garbage bag

## Procedure

Frequent check and clean during the day by spa attendant.

1. Floor must be clean and dry.
2. Tiles clean and polished.
3. Wipe off dust on the floor first.
4. Clean floor by dry mop (wooden floor).
5. Empty garbage.
6. Floor must be clean and dry.
7. Sofa and pillow are dusted and organized.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 052	PAGE 41
		How to clean the Spa Locker Room	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective


This SOP shall ensure that the Spa public Area is clean and tidy.

## Materials

1. Cleaning Shampoo & sponge
2. Refill amenities

## Procedure

1. With the beginning of the day, frequent checks and the cleaning every hour by spa attendant is performed.
2. After a guest has used the locker room, toilet and/or shower, attendant is to check as follows;
  - Area smells clean and fresh, enhanced with aroma from the aroma oil burner.
  - Setting area is clean and neat, magazines are arranged, cushions or pillows are well presented.
  - Music and light has the correct volume.
  - Mirrors are clean.
  - Vanity and sink area is clean.
  - Fixtures are polished.
  - Floors are clean.
  - Locker doors are closed.
  - Garbage bins are clean and polished.
  - Towels are stocked.
  - Counter is clean and organized.
  - Full selection of amenities.
  - Amenities are stocked & complete.
  - Toilet must be flushed and cleaned.
  - Seat is clean and placed down.
  - Sufficient toilet tissue is available.
  - Toilet rolls dispensers are cleaned and full.
  - Toilet and all fixtures are in good shape.
  - Floor must be clean and dry.
  - Ensure nothing has been left behind by the guest.
  - Any towels are to be removed and placed in the provided laundry trolley.
  - Foot mat is clean and neat in appearance.
  - Bath foam, shampoo and conditioner is replaced.
  - Shower amenities are filled and ready for the next guest.
  - Shower smells clean and fresh.
  - Shower walls are clean/mildew free.
  - Shower tiles are clean and polished.
  - Shower is in good shape.
  - Shower dispensers or product bottles are clean and newly-looking.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 053	PAGE 42
		How to clean the Toilet and Shower	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective


This SOP shall ensure that the Spa toilet and shower is cleaned after use.

## Materials

1. Cleaning Shampoo & sponge
2. Refill amenities

## Procedure

- Toilet must be flushed and clean.
- Seat is clean and placed down.
- Sufficient toilet tissue is available.
- Toilet roll dispensers are cleaned and full.
- Sanitary bin in female toilet must be clean and tidy with lid secured.
- Toilet and all fixtures are good shape.
- Floor must be clean and dry.
- Ensure nothing has been left behind by the guest.
- Any towels are to be removed and placed in provide laundry trolley.
- Foot mat is clean and neat in appearance.
- Bath foam, shampoo and conditioner are replaced.
- Shower amenities are filled and ready for the next guest.
- Shower smells clean and fresh.
- Shower walls are clean/mildew free.
- Shower tiles are clean and polished.
- Shower curtain is clean and fresh.
- Shower is in good shape.
- Shower dispensers or product bottles clean new looking.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 054	PAGE 43
		How to empty and clean the Bathtub	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective


This SOP shall ensure that the bathtub is cleaned after use.

## Materials

1. Plastic basket
2. Bowl
3. Cleansing Shampoo & sponge
4. Cleansing Towels to dry the bathtub

## Procedure

1. The Therapist is to remove all flower petals from the tub by using the plastic basket and put in a bowl, ready for the next spa bath session.
2. Discard any flowers that are spoilt and can not be used again.
3. Empty the water from the tub and ensure the drain is not blocked with petals or other items.
4. After the tub has finished emptying, scrub, clean and dry the tub.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 055	PAGE 44
		How to clean the Treatment Room	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective


This SOP shall ensure that the treatment room is clean and spotless after use. Room needs to be clean by the Therapist after each treatment, the deep cleaning is by the spa attendant at the beginning of the day.

## Materials

1. Cleaning Shampoo
2. Refill amenities such as shower cap, disposal underwear, etc.
3. Towels in various types to refill

## Procedure/Standard

1. New massage bed sheet
2. New face towel for face cradle
3. Shower cap
4. Disposable underwear
5. Shower Gel
6. Shampoo
7. Towel in various types
8. Cleansing Gel & Sponge  
Tip: Amenities that are packed, Therapist must check they do not tear, some tear the package to look inside but do not use it (if tear, replace).
9. Change the bed sheet & face cradle
10. Set towels on the massage bed.
11. Re-set amenities such as; shower cap, disposable underwear. Clean the counter.
12. Clean the; face basin, mirror, bath tub, shower room – walls, etc., wipe water out with dry towels.
13. Set all facilities in order.
14. If there is water, oil, scrub article, etc on the treatment room, Therapists need to wipe-out and mop the floor too.
15. Fill towels in pantry.
16. Restroom, Therapist needs to clean and dry it, also refilling of the tissue.
17. Before leaving the room make sure the room is clean and dry.
18. Take the dirty towels back to the towel collecting area (in the pantry room).

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 056	PAGE 45
		How send soiled Laundry	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective


This SOP shall ensure that dirty/soiled laundry is collected and replaced with new laundry daily.

## Materials

1. Daily Checking Towel Record
2. Dirty towels in varieties; body, face, feet, foot mat, bed sheet, etc.

## Procedure/Standard

1. Each day dirty towels are sent to the Laundry two times.
2. The first time is at 17:00, and at the end of the night in accordance to hygiene and workload of the Laundry department.
3. 2 people are in charge if there is a full load, normally one person to delivery towels back to the laundry trolley.
4. Daily Checking Towel Record is used at all times.
5. Daily Checking towel has Columns of date, type of towels, guest pyjama, bed sheet, delivery record, etc.
6. Classify each type of towel by grouping them together.
7. Counting and recording of the correct number into the Daily Checking Towel Record.
8. Collect all towels and send to Laundry.
9. Laundry Associate signs in the Daily Checking Towel Record delivery column, with the correct quantity received.
10. Received Record at Laundry - Therapist signs in Received Record when receiving of new laundry.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 057	PAGE 46
		How to receive and store Spa Laundry	
	AREA Spa & Health Club	PROCEDURES Spa Procedures	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that laundry is received properly and stored accordingly.


## Materials

1. Daily towel record sheet
2. Towels

## Procedure/Standard

1. Morning shift therapist collects towels from the laundry.
2. Check the daily towel record sheet by Columns of; date, type of towels, guest Pyjama, bed sheet, delivery record, etc. (Laundry checking form)
3. From laundry, therapist will collect towels and others.
4. Therapist will check the towels and others in order to complete the Daily Checking Towel Record.
5. At the storage room, all delivery items are moved to the storage area.
6. Each type of towel is set in its section, such as; body towel, face towel, feet towel. The new arrival is placed at the back of the older towel; therefore therapist will use the towel in the FIFO cycle.



	HOTEL STANDARD OPERATING PROCEDURES	SPA – 070	PAGE 47
		How to Setup for Manicure and Pedicure Treatment	
	AREA Spa & Health Club	PROCEDURES Spa Beauty Salon	By: Drs. A. Agus Purwanto, MM

## Objective


This SOP shall ensure that all equipment for manicure and pedicure is set according to standard and in advance.

## Materials

- Pro-Pusher
- 2 in 1 Balance
- Fade Away Cuticle Care
- Love Cuticle Care
- Grey Fox Pro-File
- Sand Shark Pro-Buffer
- Essential Oil Plus
- Manicure Brush
- Pro Shiner
- Hand cream
- Quick dry spray
- Tissue / Cotton wool / Towel / Foot and Hand Bowl
- Lighting

## Procedure/Standard

1. Before the treatment, Therapist needs to set the station with products and equipment needed.
2. Setup layout depending on the Hotel's/Resort's standard.
3. All equipment should be placed in a basket.
4. Hand Towel is set as a hand support pillow.
5. Warm water filled in the bowl for soaking.
6. Lighting is set and tested.
7. Chair for the guest is in proper position and condition.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 071	PAGE 48
		How to take care of the Guest during Manicure and Nail polish	
	AREA Spa & Health Club	PROCEDURES Spa Beauty Salon	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the guest comfort and satisfaction is met during his/her treatment.

## Procedure

1. Adjust the music and lighting level as per guest's likes, music is pre-set on soft-volume.
2. Check guest's comfort level throughout the treatment up his/her satisfaction.
3. Ask the guests if they have had a manicure before.
4. If guest never has had a manicure, Therapist explains the service to the guest and lets the guest know what to expect.
5. Ask to ensure regarding the guest's expectation about the treatment.
6. Offer refreshments coffee/tea or water, juice etc.
7. Ask for any allergies.
8. Cleaned off all excess old nail polish to prepare the nails for service.
9. Clean-up guest nails and cuticles.
10. Explain the different nail procedures.
11. Offer hand and arm massage.
12. Offer a full range of nail polish collection.
13. Start with cleaning the nail's plate with polish remover.
14. Ensure the result of the manicure is met or exceeded.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 072	PAGE 49
		How to take care of the Guest after Manicure and Nail polish	
	AREA Spa & Health Club	PROCEDURES Spa Beauty Salon	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guest is taken care of after his/her treatment.

## Procedure

1. Ensure the treatment lasts as scheduled.
2. Advice guest to take his/her time sitting-up.
3. Softly advice guest that the manicure and nail polish treatment is completed i.e.; "Excuse me (name of guest) I have completed your manicure?"
4. Slowly increase the lighting or music level.
5. Provide/Assist in easy access to personal belongings or slippers/robe when getting off the table.
6. Meet guest, escort him/her to the relaxing area/lobby and provide refreshments and product description card with explanation of the products on the card.
7. Advise home care product program.
8. Recommend other treatments that might benefit.
9. If products are purchased suggest room delivery.
10. Educate about the long-term benefits of this service.
11. Assure guest they are comfortable in getting to their next destination and escort if possible.
12. If escort is not possible, provide clear directions.
13. Thank the guest for his/her time spent at the Spa.


	HOTEL STANDARD OPERATING PROCEDURES	SPA – 073	PAGE 50
		How to take care of the Guest during Pedicure and Nail polish	
	AREA Spa & Health Club	PROCEDURES Spa Beauty Salon	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that the guest comfort and satisfaction is met during his/her treatment.

## Procedure

1. Adjust the music and lighting level as per guest's likes, music is pre-set on soft-volume.
2. Check guest's comfort level throughout the treatment up his/her satisfaction.
3. Ask the guests if they have had a pedicure before.
4. If guest never has had a manicure, Therapist explains the service to the guest and lets the guest know what to expect.
5. Offer refreshments; coffee/tea or water, juice etc.
6. Ask for any allergies.
7. Clean-off all excess of old nail polish to prepare the nails for service.
8. Clean-up guest nails and cuticles.
9. Explain the different nail procedures.
10. Offer hand and arm massage.
11. Offer a full range of nail polish collection.
12. Inform guest to remove all jewelry before starting with the nail polish.
13. Start with cleaning the nail's plate with polish remover.
14. Ask any other treatments after this pedicure service.
15. Ensure a result of the pedicure is met or exceeded.


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		How to take care of the Guest after Pedicure and Nail polish	
	AREA Spa & Health Club	PROCEDURES Spa Beauty Salon	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that guest is taken care of after his/her treatment.

## Procedure

1. Ensure the treatment lasts as scheduled.
2. Advice guest to take his/her time sitting-up.
3. Softly advice guest that the pedicure and nail polish treatment is completed i.e.; "Excuse me (name of guest) I have completed your pedicure?"
4. Slowly increase the lighting or music level.
5. Provide/Assist in easy access to personal belongings or slippers/robe when getting off the table.
6. Meet guest, escort him/her to the relaxing area/lobby and provide refreshments and product description card with explanation of the products on the card.
7. Advise home care product program.
8. Recommend other treatments that might benefit.
9. If products are purchased suggest room delivery.
10. Educate about the long-term benefits of this service.
11. Assure guest they are comfortable in getting to their next destination and escort if possible.
12. If escort is not possible, provide clear directions.
13. Thank the guest for his/her time spent at the Spa (.

	HOTEL STANDARD OPERATING PROCEDURES	SPA – 075	PAGE 52
		Manicure and Pedicure Sanitation Standard	
	AREA Spa & Health Club	PROCEDURES Spa Beauty Salon	By: Drs. A. Agus Purwanto, MM

## Objective

This SOP shall ensure that all hygiene standards are met in regards to usage and storing of manicure and pedicure equipment.

## Material

1. Soap
2. Dettol (disinfection liquid)
3. UV sanitizer
4. Clean towels

## Procedure

1. After the treatment is completed, all manicure/pedicure tools are to be washed in hot soapy water.
2. Any tools that are made of metal must be disinfected with a solution (i.e.: Dettol etc).
3. All tools are to be placed in the UV sanitizer for 12 minutes.
4. When this process is complete, the tools should be placed back in the trolley (preferably sealed in plastic bags/hygienic bags), ready to be used for the next guest.