

SPA FLOW STANDARDS Keys to Successful Appointments & Repeat Clients



Be On-Time

Give yourself time to set up... arrive to the set up area approximately 30 minutes before start time.



Be Prepared

Be sure to bring all supplies including aromatherapy & commercial free music.



Keep it Simple & Neat

Keep your work area neat, only set out what you need. Keep personal items stored neatly away and out of site.



Co<u>mmunicate</u>

Introduce yourself to chair massage clients. Instuct first timers on how to sit in chair. Let them know they can say something if anything becomes uncomfortable.



Work as a Team

When working at a multi-therapist event be sure to share the workload evenly. Also be aware of the massage session clock...at group events it is especially important to maintain the correct timing.



No Smoking

If you are a smoker please be mindful of smoke smell on clothing and on person. Please refrain from smoking on breaks.