

Spa & Wellness

The Wet Area Standard

Five steps for keeping the sauna, steam room and changing rooms ready all day.
Guests judge a spa's hygiene by the towels on the bench, not by the marble.

Who Spa attendants, checked by the spa supervisor	When Opening checks, then a round at least every hour until close	You need Round sheet, thermometer, fresh towels, cleaning trolley, property bags
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Measured by Round signed every 60 minutes · No used towel left out over 15 minutes · Heat room temperatures logged each round

1 Open

Thirty minutes before opening, switch on sauna and steam, check both reach temperature, and test every emergency call button. Stock towels, water, cups and toiletries, then sign the opening line.

"06:30 open. Sauna 85 °C, steam 45 °C, both call buttons tested. 60 towels stocked. Signed: Marco."

Common mistake Switching the sauna on at opening time. The first guest of the day sits in a room at 50 °C and leaves.

2 Walk the round

Every 60 minutes, walk the same circuit: changing rooms, showers, toilets, heat rooms. Log the time, the temperatures and what you fixed. Changing rooms are checked by an attendant of the same sex.

"11:00 round. Sauna 84 °C, steam 46 °C. Shower 3 draining slowly, engineering called. Signed: Nadia."

Common mistake Signing the sheet from the desk. The log says 11:00; the pile of towels by the steam room says otherwise.

3 Clear and restock

Remove used towels within 15 minutes, wipe benches and vanity tops, squeegee wet floors, and refill water, cups and toiletries. Keep at least ten fresh towels at each station at all times.

"Let me take that for you. There are fresh towels just here, by the steam room."

Common mistake Emptying the bins and missing the benches. Towels left on a bench are the ones guests see, and they wait for the next round.

4 Watch the heat

On each round, look through the sauna and steam room glass and check every guest looks well. Anyone alone in a heat room for over 20 minutes gets a knock and a word. Refill the sauna bucket.

"Excuse me, Mr Al-Harbi, just checking you're comfortable. There's cold water by the door."

Common mistake Never opening the door because it feels intrusive. Heat rooms are where guests feel faint, and nobody else will check.

5 Lost property

Bag every item left in lockers or showers and label it with date, time, place and your name. Hand it to the spa desk by the end of the round. Jewellery and phones go into the security log the same day.

"14:10. Gold ring, ladies' shower 2. Found by Nadia. Spa desk, bag 31."

Common mistake Leaving it on the vanity in case the guest comes back. By then it has moved twice and nobody knows where.

The Round in Six Stops

The same six stops, in the same order, every hour: what to look for at each, and what to fix there and then instead of writing it down for later.

Stop	Look for	Fix it now
Changing rooms	Towels on benches, wet floor, lockers left open	Clear, squeegee, close and reset lockers
Showers	Empty dispensers, hair in drains, slow water	Refill, clear the drain, log slow drains
Vanity area	Water marks, empty supplies, used combs	Wipe dry, restock, remove used items
Sauna	Temperature, empty bucket, guest over 20 min	Log it, refill, knock and check
Steam room	Temperature, steam level, dripping ceiling	Log it, wipe the seats, report faults
Water station	Empty jug, used cups, no fresh fruit	Refill, clear the cups, replace the fruit

How to use this with your team

Walk the round with the whole team on Monday, timed, card in hand. Each day the supervisor follows one round behind an attendant and compares notes. A full round should take under 12 minutes.

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