

Spa & Wellness

The Aftercare Standard

Five steps for the ten minutes after a treatment, which are the ones the guest remembers. One profile note lets the next visit start where this one ended.

Who	When	You need
Spa therapists, then spa reception	Every treatment, from the last touch until the guest leaves the spa	Warm tea or water, aftercare card, the guest profile in the spa system
Measured by Drink offered within 2 minutes of the end · Two personal points of advice given · Profile note written before next guest		

1 Wait outside

Leave the room so the guest can get up alone, and wait outside the door with water or herbal tea. When they come out, let them speak first; the first thing they say is the feedback that counts.

"Take your time. Here's some warm ginger tea. How do you feel?"

Common mistake Stripping the couch while the guest is still putting on the robe. They hear their room being turned round.

2 Walk them back

Walk with the guest to the relaxation room at their pace, not yours. Seat them, put the drink within reach, and suggest waiting at least 15 minutes before a shower, the sauna or the pool.

"Stay as long as you like. I'd wait fifteen minutes before the steam room, while your body settles."

Common mistake Pointing to the relaxation room from the treatment room door. The guest walks there alone, slowly, slightly dizzy.

3 Give two points

Give two pieces of advice from this treatment: one about what you noticed (tight shoulders, dry skin), one for the next 24 hours. Write both on the aftercare card. Never more than two.

"Your left shoulder was tight. Drink plenty of water today, and a warm shower tonight will help more than a hot bath."

Common mistake Reciting the same list to every guest: water, rest, no sun. The guest hears a leaflet, not the person who treated them.

4 Products if asked

Mention a product only when the guest asks what you used, or how to keep the result. Name one, say why it suits their skin, and tell them where to find it. Never carry products into the relaxation room.

"It was the rosehip oil. Two drops at night keeps that softness; reception have it if you'd like a look."

Common mistake Opening with the shop. The guest who was relaxed a minute ago now feels a sale is being closed on them.

5 Write the note

Before the next treatment, write the profile note: pressure, focus areas, products used, room warmth, music, anything to avoid. Three lines, clear enough for a therapist who has never met the guest.

"Pressure 4 of 5. Tight left shoulder. Rosehip oil. Room warmer, no music. Prefers not to talk."

Common mistake Writing "guest happy". The next therapist learns nothing and asks the same five questions all over again.

Two Points, Not Ten

Examples of the two points a therapist gives after each treatment. Adapt every row to your own menu and products, in words plain enough to recall tomorrow.

Treatment	Tell them	Ask them to avoid
Deep tissue massage	Where the tension was, area by area	Hard exercise for the rest of the day
Facial	The skin type you worked for, in plain words	Make-up and strong sun until tomorrow
Body scrub	Which areas were driest	Sauna, steam and shaving for 24 hours
Hot stone massage	That the warmth can last an hour or two	Sauna or steam straight afterwards
Reflexology	Which areas of the feet were most tender	Tight shoes for the rest of the day

How to use this with your team

Each therapist writes their own two points for every treatment on the menu. Brief one treatment a day. The supervisor listens to two aftercare talks a week and checks the points were personal, not recited.

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