

Spa & Wellness

The Relaxation Room Standard

Five steps for keeping the relaxation room calm, stocked and private. It holds guests before and after their treatments, so one noise disturbs both at once.

Who	When	You need
Spa attendants, checked by the spa supervisor	Opening to close, with a quiet check at least every 30 minutes	Blankets, pillows, water and tea station, fruit, a tray, the spa diary
Measured by Loungers reset within 5 minutes of use · Water and tea stocked at every check · No phone calls taken in the room		

1 Set it

Before opening, set each lounge with a folded blanket, a pillow and a small towel. Lights at evening level, music low, room at 22–24 °C. Fill the water, herbal teas, fresh fruit and a labelled snack.

"08:45 relaxation room set. 12 loungers, water, 4 teas, fruit. Room 23 °C. Signed: Lina."

Common mistake Leaving the cleaning lights on until the first guest arrives. Their first impression of the room is an office.

2 Reset quietly

When a guest leaves a lounge, reset it within five minutes: blanket folded, pillow plumped, cup and glass taken away. Carry used items out one tray at a time and never stack cups inside the room.

"May I take your cup, or would you like some more tea?"

Common mistake Clearing three loungers onto one tray. The clink of cups is the loudest sound guests hear all afternoon.

3 Keep the quiet

Speak to guests in a low voice, at eye level beside the lounge. If a guest takes a call or talks loudly, ask once, kindly, and offer somewhere to go: the terrace or the lounge just outside the room.

"Excuse me, Mr Okafor, we keep this room quiet. The lounge just outside is all yours for calls."

Common mistake Saying nothing because the guest seems important. Six other guests watch and decide the rule is only for them.

4 Watch over

Every 30 minutes, look for guests who seem unwell after heat or a treatment, refill drinks, and check the diary for anyone asleep. Wake a guest gently five minutes before their booking, never at the time.

"Ms Rossi, your facial is at three. Amira will come for you in five minutes."

Common mistake Letting a sleeping guest miss their treatment. They wake to find half the time gone and nobody came for them.

5 Close gently

Fifteen minutes before closing, tell each guest quietly, in person; never by turning up the lights. Collect blankets for laundry, wipe surfaces, empty the tea station and note anything to restock tomorrow.

"Excuse me, Mrs Laurent, the spa closes in fifteen minutes. Please take your time."

Common mistake Brightening the lights and stacking loungers. The last guest of the day leaves feeling they were sent away.

The 30-Minute Check

What the attendant looks at on every check: thirteen items, about three minutes, done quietly and in the same order each time.

- ☐ Every empty lounge reset with blanket and pillow
- ☐ No used cups or glasses left on side tables
- ☐ Water jug at least half full, glasses clean
- ☐ At least three herbal teas in stock
- ☐ Hot water urn full and at temperature
- ☐ Fruit fresh, nothing browned or dry
- ☐ Snacks labelled with allergens
- ☐ Lights at the agreed evening level
- ☐ Music at the agreed volume, nothing skipping
- ☐ Room at 22–24 °C
- ☐ Sleeping guests checked against the diary
- ☐ Every guest looks well after heat or treatment
- ☐ Floor clear of slippers, magazines and towels

How to use this with your team

Brief the list at the morning huddle and walk it once with each attendant. The supervisor does one check a day alongside them and initials the sheet. Any item missed becomes the first item of the next day's briefing.

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