

SPA & WELLNESS · OPERATING STANDARD 125

The Wellness Programme Standard

WHO

Spa manager, instructors and trainers, with the front office

WHEN

Every class and session, and every time a guest asks what is on

YOU NEED

The week's programme, the booking diary, instructor files, health forms

TIME TO TRAIN

60 minutes, with one session led and one health talk

What this standard achieves

Every guest knows from arrival what they can do for body and mind each day, where it happens, how to join and when the gym is open, and every session starts on time with a qualified instructor who knows each guest's limits. The hotel runs activities that suit its setting and season, and drops what guests do not use.

Measured by

01 At least one morning and one late-afternoon session every day

02 Room card, app, TV and boards show the same times on any day

03 Gym hours and one session mentioned at every check-in

04 24-hour gym access, where it exists, written in every room

05 Instructor qualification and first aid on file and in date

06 Health questions asked before every first personal training session

07 Every session starts and ends on the minute

08 Every session logged with attendance the same day

PHASE 1

Build the programme

STEPS 1–6

- 01 Each month, the spa manager sets a weekly programme that suits the place and the season: sunrise yoga on the beach, a guided walk in the hills, an aqua class, breathing and stretching, a family session.
- 02 Plan at least one session in the morning and one in the late afternoon every day. Give each its length, level, place, capacity, instructor, and price or “included”.
- 03 Above 30 °C in the shade, hold outdoor sessions only before 09:00 or after 17:00, with shade and water at the spot. During Ramadan, move some sessions to after sunset.
- 04 Offer women-only sessions with a female instructor where guests ask for them or local custom expects them, and mark them clearly in the programme.
- 05 Add sessions guests can follow alone, for those who cannot join or prefer not to: recorded classes of 10 to 30 minutes on the room TV or the hotel app.
- 06 Keep on file, in date, each instructor’s and trainer’s qualification, first-aid certificate and insurance. Check outside instructors before their first session, not after it.

PHASE 2

Tell every guest

STEPS 7-13

- 07 Put the week's programme in every room, in the hotel app or on the TV, and on the boards at the gym and the spa. All show the same times; when a session moves, change them all the same day.
- 08 When the pre-arrival reply says the trip is for rest or health, guest relations adds one line about one session that fits, as part of The Pre-Arrival Standard contact.
- 09 Check yourself against The Presence Standard before you speak to the first guest of the day about the programme, with today's sessions and their free places in mind.
- 10 At check-in, the front office mentions the gym hours and one session the next morning in one sentence. It never reads out the whole programme.

"The gym is open day and night with your key card, Mr Novak, and there's yoga on the terrace at 07:30 tomorrow."
- 11 Where the gym is open 24 hours, write it in the room information with how to get in at night, the number that answers the gym phone, and the hours when staff are there.
- 12 Each evening, put tomorrow's programme on one page with the turndown, or send it through the app, showing which sessions still have places.
- 13 Make sure every spa, gym and front office colleague can answer three questions about any session without looking it up: when it starts, where it is and what to bring.

"It starts at 07:30 on the terrace. Bring comfortable clothes; mats, towels and water are there."

PHASE 3

Book and prepare

STEPS 14–17

- 14 Take bookings at the spa desk, by phone or in the app, with the guest's name, room, session, and any injury or condition the guest wants the instructor to know.
- 15 Hold the capacity. When a session is full, offer the next one or the waiting list, and call the guest within 15 minutes if a place frees up.
- 16 Before a first personal training session, the trainer goes through the health questions with the guest in private. A yes to heart, blood pressure, pregnancy or recent surgery means an adapted session or a doctor's word first.
- 17 Fifteen minutes before each session, the instructor sets the space: mats wiped, equipment counted, towels and water out, music at a low level, shade, fans or heating set.

PHASE 4

Lead the session

STEPS 18–22

- 18 Start on the minute. Give your name, welcome each guest by name, and ask about injuries, pregnancy or anything to avoid, quietly and one by one if the group is large.
"Good morning, I'm Marco. Before we start, is there anything I should know about: an injury, a sore back?"
- 19 Show each exercise with an easier and a harder version, and let each guest choose. Never single out a guest in front of the group.
- 20 Ask before any correction by touch, and correct with words alone where the guest prefers. Touch only hands, arms, shoulders or back.
- 21 Watch every guest throughout: breathing, colour, balance. Stop anyone who looks unwell, sit them in the shade with water, and call the duty manager if it does not pass within minutes.
- 22 End on time with three to five minutes of cool-down. Tell the group where to find water and the showers, and name the next session.

PHASE 5
Run personal training
STEPS 23–26

- 23** Agree the goal, the days and the times with the guest, and write them on the booking with the length of each session, its price and the place.
- 24** Begin each session by asking how the guest feels today, and adjust for sleep, travel and heat. After a long flight, keep the first session light.
- 25** After every session, write a short note: what was done, the weights or distances, anything to avoid. Another trainer must be able to continue from it.
- 26** At the last session, give the guest a routine for home on one page or by email: four to six exercises, with sets, repetitions and the equipment needed, if any.

PHASE 6
Keep the gym open safely
STEPS 27–29

- 27** Where the gym is open around the clock, check at every shift change that key-card entry works, the emergency phone answers and the lights come on as the door opens.
- 28** When no staff are present, the rounds follow The Fitness Centre Standard. A sign on the inside of the door gives the number to call, in large print.
- 29** To a guest who wants a class outside the staffed hours, explain how the gym works alone, and offer a recorded session or a personal trainer at an earlier time.

PHASE 7
Review the programme
STEPS 30–32

- 30** After each session, log the number of guests, the bookings that did not come, and anything guests said about it.
- 31** Each week, the spa manager moves or drops any session with fewer than two guests three times running, and tries a new activity in its place.
- 32** Write down every activity guests ask for that the hotel does not offer. When three guests ask for the same one in a month, try it in the next programme.

What to record

The programme

- ☐ Session, day, time and length
- ☐ Place, level and capacity
- ☐ Price, or included
- ☐ Instructor, with papers on file

Bookings

- ☐ Guest name and room
- ☐ Injury or condition to know
- ☐ Waiting list and places freed
- ☐ Attendance and no-shows

Personal training

- ☐ Goal, days and times agreed
- ☐ Health questions: date, signed
- ☐ Session note: work done, limits
- ☐ Home routine sent: date

When the situation changes

Rain or heat stops an outdoor session

Move it to the studio or a covered terrace at the same time. Tell every booked guest by phone or app at least 30 minutes before, and change the boards.

The instructor is ill

Find cover from the list of qualified colleagues. If there is none, tell booked guests at least 1 hour before and offer another session or a recorded one. Never let an unqualified colleague lead.

A child wants to join

Follow the minimum age written in the programme for each session. Below it, offer the family session. A child in any session has a parent with them.

A guest wants a session in the room

Offer in-room personal training where a trainer is free, with a mat and light equipment brought up, and the same health questions first.

A guest is hurt during a session

Stop the session, give first aid if you are trained, and call the duty manager. Write the incident report the same day. The class continues only if another instructor is there.

Guests ask for something not on offer

Write it in the log with the date. When three guests ask for the same activity in a month, the spa manager tries it in the next programme.

Common mistakes

MISTAKE

Printing the programme once and leaving it. The yoga moved to 08:00 last week, and the card in the room still says 07:30.

MISTAKE

Holding a class in the midday summer sun because the programme says so. Guests leave dizzy, and the instructor carries the risk.

MISTAKE

Waiting for one booked guest who has not arrived. Everyone who came on time pays for the one who did not.

MISTAKE

Correcting a position by touch without asking. Some guests do not want to be touched at all, and they should not find that out in front of a class.

MISTAKE

Never saying that the gym is open all night. The guest awake at 04:00 with jet lag lies in the dark instead.

MISTAKE

Letting an unqualified colleague lead a session to avoid cancelling it. One injury costs more than every class in the season.

Check your team

After training (60 minutes, with one session led and one health talk), each person answers these without the sheet.

- 01 How many sessions a day does the programme offer at least, and when?
- 02 Where is the programme shown, and what must be true of all those places?
- 03 What do you say about the gym at check-in where it is open 24 hours?
- 04 What is asked before a guest's first personal training session?
- 05 What happens to an outdoor session when it is too hot?
- 06 When is a session moved or dropped from the programme?

Your Week of Wellbeing

Your own hotel's programme on one page: three sessions a day that suit your setting and season, and where guests find out about each one.

Morning session

Activity, length, level _____

Place and capacity _____

Led by _____

Where guests see it _____

Afternoon session

Activity, length, level _____

Place and capacity _____

Led by _____

Where guests see it _____

Evening session

Activity, length, level _____

Place and capacity _____

Led by _____

Where guests see it _____

How to use this with your team

Fill it in with the spa manager and the instructors on the first Monday of each month. Read one session at each daily huddle. On Friday the spa manager checks that rooms, app and boards show what the card says.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.