

Spa & Wellness

The Spa Booking Standard

Five steps from enquiry to written confirmation. Most treatment-day problems, from a late start to a pregnancy nobody knew about, begin with a booking.

Who	When	You need
Spa receptionists and anyone who takes a spa booking	Every treatment booking, by phone, in person or by message	Spa diary, treatment menu with durations, therapist rota
Measured by Phone answered within three rings · Health questions asked on every booking · Written confirmation sent within 1 hour		

1 Answer

Answer within three rings with the spa's name and your own. For an in-house guest, take the room number first, greet them by name and check the profile for past treatments before suggesting one.

"Good afternoon, the Spa, Elena speaking. Mrs Laurent, welcome back. Shall I look for the same massage as last time?"

Common mistake Opening with the whole treatment list. The guest who wanted to mention a bad back waits through eight options first.

2 Match the treatment

Ask how the guest wants to feel afterwards, then offer two treatments that fit, each with duration and price. Ask the therapist preference on every booking, and note the pressure if they know it.

"Would you prefer a female or a male therapist, or is either fine for you?"

Common mistake Skipping the therapist question because it feels awkward. The guest finds out at the treatment room door.

3 Screen health

Before confirming, ask three questions: pregnancy, recent surgery or injury, and any allergy or skin condition. Every yes goes into the booking note, so the therapist can adapt the treatment in advance.

"So your therapist can prepare, may I ask if you're pregnant, recovering from anything, or have any allergies?"

Common mistake Leaving it all to the form on arrival. The therapist learns of the pregnancy with the room already set for hot stones.

4 Set the timing

Give an arrival time, not only the treatment time: 20 minutes before, or 45 if the guest wants the heat rooms first. Explain the late-arrival rule and the cancellation notice once, one sentence each.

"Your massage is at four, so please come down at twenty to. It ends at five, so arriving early keeps the full hour."

Common mistake Giving the treatment time alone. The guest arrives at four, fills in a form, changes, and loses a quarter of the massage.

5 Confirm in writing

Read the booking back, then send it in writing within one hour: treatment, therapist, date, arrival time, price, cancellation terms and what to bring. Copy the booking note to the guest profile.

"Mr Okafor: 60-minute deep tissue, Thursday at 16:00. Please arrive at 15:40. Free cancellation until 12:00 that day."

Common mistake Confirming by voice only. The guest remembers 14:00, arrives two hours early and blames the spa for the mix-up.

Seven Questions Before You Confirm

Each one takes five seconds on the phone and saves a treatment from starting late or changing on the couch. Ask them in this order.

Ask	Why it matters	If the answer is yes
"Is this your first visit to our spa?"	First-time guests need the tour and more time	Advise arriving 30 minutes early; flag for a tour
"Female or male therapist, or either?"	Avoids a change at the treatment room door	Lock that therapist in the diary
"Are you pregnant, or might you be?"	Many treatments must be adapted or avoided	Book a trained therapist; note the weeks
"Any surgery, injury or illness lately?"	Pressure and positions may need to change	Note it; the therapist calls if unsure
"Any allergies: nuts, oils, fragrance?"	Many oils and scrubs contain nut or plant extracts	Note it; switch to fragrance-free products
"Are you celebrating anything?"	A birthday or honeymoon changes the room set-up	Tell the therapist and guest relations
"Would you like the heat rooms first?"	Sauna and steam need 30 to 45 minutes	Advise arriving 45 minutes before

How to use this with your team

Brief one row a day at the spa reception huddle. On Friday the spa manager listens to three bookings and ticks which questions were asked. Any row that was missed goes back into the next week's briefing.

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