

Spa & Wellness

The Spa Arrival Standard

Five steps from the spa door to the therapist. A first-time guest nobody shows round spends the calm they came for working out how the lockers lock.

Who	When	You need
Spa receptionists and spa attendants	Every spa guest, from the door to the therapist handover	Today's diary, robes and slippers in every size, locker keys, forms
Measured by Greeted within 30 seconds of entering · Tour given to every first-time guest · Handed to the therapist by name		

1 Greet

Within 30 seconds, stand and step out from behind the desk. Use the guest's name from the diary, offer water or tea, and keep your voice at the level of the spa, not the level of the lobby.

"Good morning, Ms Rossi, welcome. You're with Amira at ten. May I bring you some water or a warm tea?"

Common mistake Greeting from behind the screen while still typing. The guest's first view of the spa is the back of a monitor.

2 Check in

Confirm treatment, therapist and duration aloud and take the room number. Hand over the health form on a clipboard with a pen and seat the guest. Never let them fill it in standing at the desk.

"A 60-minute massage with Amira, charged to room 412. This short form helps her prepare. Please, take a seat."

Common mistake Sliding the form across the counter. The guest writes down medical details standing up, with the next guest beside them.

3 Robe and locker

Hand over a robe and slippers in the guest's size, not the default medium. Show the locker, how it locks and where the key goes during the treatment, then point out the showers, toilets and hairdryers.

"This is your locker, number 18. It locks with this band; keep it on your wrist in the treatment room."

Common mistake Guessing the size. A tall guest walks round the spa in a robe that stops above the knee, and says nothing about it.

4 Tour first-timers

On a first visit, walk the guest through the heat rooms, showers and relaxation room in two minutes. Give one rule per room: shower first, 15 minutes at most in the sauna, phones on silent.

"The steam room is on your left. Most guests stay ten to fifteen minutes, then take a cool shower before going back in."

Common mistake Pointing down the corridor instead of walking it. The guest finds the steam room by opening the wrong door twice.

5 Hand over

Five minutes before, brief the therapist on the booking note, away from guests. At the booked time, introduce the guest to the therapist by name in a low voice, then step back and let the therapist lead.

"Ms Rossi, this is Amira, who will be looking after you this morning."

Common mistake Calling the guest's name across the relaxation room. Six resting guests now know who is next and for what.

Your Two-Minute Tour

Every receptionist and attendant gives the same tour, in the same order, with the same one rule per room. Fill it in for your own spa.

First room on the tour

Where it is _____

What it is for _____

The one rule _____

The words we use _____

Second room on the tour

Where it is _____

What it is for _____

The one rule _____

The words we use _____

Third room on the tour

Where it is _____

What it is for _____

The one rule _____

The words we use _____

How to use this with your team

Write it together at Monday's briefing. By Wednesday, each person walks the tour once with the spa manager, timed. If it runs over three minutes, cut words, not rooms. Check it again whenever a room changes.

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