

Spa & Wellness

The Treatment Room Standard

Five steps for the therapist, from setting the room to the last booked minute.
Guests rarely ask for less pressure; they lie still and leave disappointed.

Who Spa therapists, checked by the spa supervisor	When Every treatment, from room set-up to the last minute booked	You need Signed health form, booking note, warm towels, products for this guest
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Measured by Room set 10 minutes before the guest · Pressure checked in the first 3 minutes · Treatment lasts the full booked time

1 Set the room

Ten minutes before, make the couch with fresh linen, set the room to 24–26 °C, music low, this guest's products out and your phone out of the room. Then read the health form and booking note again.

"Room 3 ready at 09:50. Mrs Laurent: medium pressure, no nut oils, prefers silence."

Common mistake Setting up as the guest walks in. They watch the therapist look for the oil and switch on the couch warmer.

2 Explain, step out

Say in one sentence what to take off, how to lie and where the towel is. Leave the room for at least two minutes, then knock and wait for the guest's answer before you open the door.

"Please undress down to your underwear and lie face down under the towel. I'll knock before I come back in."

Common mistake Saying "undress to your comfort" and nothing more. The guest doesn't know what it means and won't ask.

3 Drape and check

Uncover only the area you are working on, with the towel tucked firmly. In the first three minutes, ask about pressure on a scale of 1 to 5 and about warmth. Ask again when you move to a new area.

"On a scale of one to five, where is the pressure for you? And are you warm enough?"

Common mistake "Is the pressure OK?" Most guests answer yes to a yes-or-no question, even when it hurts.

4 Keep the silence

Speak only to check comfort, or when the guest starts talking, and then match the length of their answers. Never bring up products, other guests or your own day while the treatment is under way.

"I'll check in with you when we turn over. Otherwise, the time is yours."

Common mistake Filling the silence out of nerves. The guest who wanted to sleep spends an hour being polite instead.

5 Give the full time

The treatment lasts the minutes on the menu, from first touch to last. If the spa started late, finish late and tell reception. End with both hands still for three seconds, then leave the guest to rise.

"We've finished. Take your time getting up; I'll be just outside with some water."

Common mistake Taking the turnaround from the guest. Ten minutes to reset the room come out of the end of their massage.

Before the Knock

Thirteen checks for the ten minutes before the guest comes in. A room that is ready leaves the therapist time to read the form, not hunt for the oil.

- ☐ Couch made with fresh sheet and face-rest cover
- ☐ Room at 24–26 °C, couch warmer on
- ☐ Lights dimmed to treatment level
- ☐ Music low, or off if the booking says so
- ☐ This guest's products out, lids loosened
- ☐ No nut oils in the room if an allergy is noted
- ☐ At least four warm towels in the cabinet
- ☐ Robe hook, slipper mat and a glass of water set
- ☐ Bin emptied, surfaces wiped, no used linen in sight
- ☐ Therapist's phone out of the room
- ☐ Health form and booking note read
- ☐ Do Not Disturb sign ready for the door
- ☐ Clock where the therapist sees it, not the guest

How to use this with your team

Brief three items a day at the morning huddle. Each day the supervisor checks one room per therapist with this card, in the five minutes before a treatment, and notes any misses on the rota.

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