



THE FUNDAMENTALS

OF BECOMING A 5* SPA
THERAPIST

THE 7 STEP RITUAL

01

Therapist wellbeing

02

Online booking and online presence

03

Booking procedure

04

Consultation

05

Spa presentation and attire

06

Treatment ritual

07

Reccomendation, retail and re- booking

08

Bonus topics

Spa therapist presentation tips and tricks

The art of draping your guests

FUNDAMENTAL RITUAL.



01 Therapist wellbeing

It is essential to recognize that the well-being of therapists directly impacts their effectiveness in providing care. By offering styles of techniques and education, productivity and longevity of your team will increase

02 Online booking and online presence

We evaluate the clarity and organization of your online menu, website layout, and spa information. Optimizing these elements, particularly the user-friendliness of your booking platform, is crucial for enhancing your capture rate and delivering an exceptional five-star experience.



03

Booking procedure

We will evaluate your existing booking processes, focusing on user-friendliness and communication clarity between guests and your spa.

04

Consultation

We go step by step through the consultation process to ensure optimal treatment outcomes and targeted retail recommendations are at the highest of standards.



05

Spa presentation and attire

We will explore every touchpoint where guests interact with the facility. From the initial welcome at reception, through the serene change rooms, the sanctuary of the relaxation area, and the tranquil treatment room, we will delve into presentation techniques and adjustments.



06 Treatment ritual

From the initial setup of your treatment room to the final touches after the rituals have concluded, our comprehensive guide encompasses every aspect of the treatment room experience.

07 Recommendation, retail and re-booking

Every treatment concludes with personalized recommendations for retail products and future bookings. We delve into the science behind these recommendations and the retail process, covering the various personality types of guests. This knowledge empowers therapists to provide exceptional retail experiences, maximizing client satisfaction and loyalty.



Pricing.

This workshop is a 5-hour session, 2 hours spent with the manager and 3 hours spent with the therapists.

Included is an initial consultation with the spa manager to thoroughly understand the needs, strengths, weakness, and what the objectives of the spa are, I will then provide feedback after the workshop with different options of support to the spa department.

If on conclusion some of my suggestions would like to be implemented, we can discuss options that would suit the department/company and move forward from there.



01

Base
3 -5 therapist
\$1000

02

Base + Additional therapist
\$190 each
6 - 9 therapist

03

Base + Additional therapist
\$180 each
10 +

Prices are in AUD

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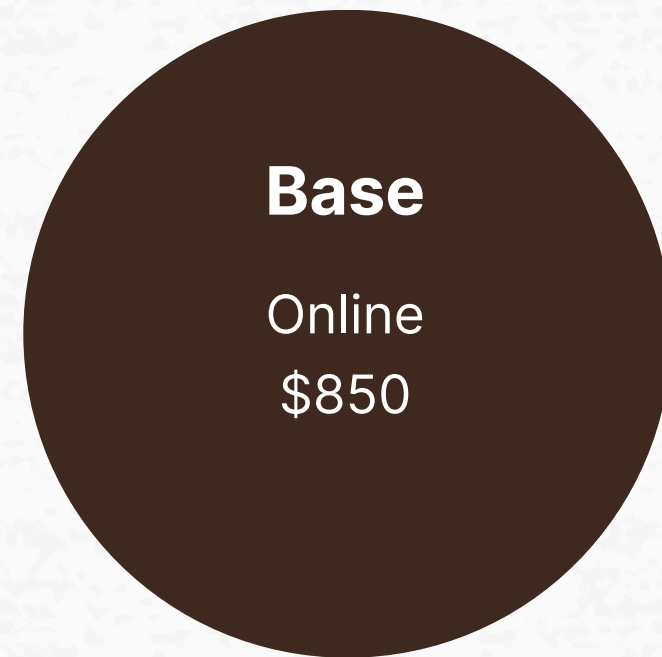
Online Pricing.

This online workshop is broken down into 4 zoom calls across 8 weeks.

We will discuss 2 modules each meeting (aprox 1 hour each call) and then you will have a week each module to possess and absorb the information. This is an interactive workshop, you'll journey through every touchpoint of a spa experience, navigating the interactions between guest and therapist and there will be a little amount of homework to complete for each module.

Included is an initial consultation with the spa manger to thoroughly understand the needs, strengths, weakness, and what the objectives of the spa are, I will then provide feedback after the workshop with different options of support to the spa department.

If on conclusion some of my suggestions would like to be implemented, we can discuss options that would suit the department/company and move forward from there.



01	02
Base 1 -5 therapist \$850	Base + Additional therapist \$160 each 6 + therapist

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