Treatment-room standards checklist

Victor's eight table standards and the order of work, as a check for every room.

> 62% of spa guests who had a bad visit blamed the people. The top complaint: pressure and touch from staff not well trained in massage.
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> Source: Coyle Hospitality Group, 17 September 2010. https://coylehospitality.com/spas/when-a-guest-is-rubbed-the-wrong-way/

THE EIGHT TABLE STANDARDS

- [ ] **Hands:** Nails short, edges filed. Nothing sharp ever touches a guest.
- [ ] **Uniform:** Shirt tucked in. Nothing loose to brush against the guest.
- [ ] **Clean:** Wash your hands. Wash the bottle: oil bottles collect oil, hair and dust.
- [ ] **The table:** A fresh roll or a clean towel for every guest.
- [ ] **Oil:** Less oil, more grip.
- [ ] **The blend:** Olive or coconut, a little castor; a drop of tea tree and lavender. Skip grapeseed, rapeseed and sweet almond.
- [ ] **Pressure:** Read the tissue. Feel the muscle tighten against you, and ease off. No need to ask.
- [ ] **The finish:** Cover them, let them rest. No "that's done." They may be asleep.

AND EVERY TIME

- [ ] Order of work: head before neck; legs before lower back.
- [ ] Know when to refer, and who should not be treated.
- [ ] Say it once at the start; then stop asking "are you okay?".

These are Victor's standards, taught in his training for your own therapists. They sit alongside your own health and safety rules.

Book a standards seminar meeting: **a one-hour online meeting**
Talk to Victor: **ppwellness.co/contact** · **victor@ppwellness.co**

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