

Health club and Spa Orientation Training

1. How to book a massage, facial and other spa service
2. How to book a Membership and Day Spa Packages
3. How to book a Fitness and Pool Packages
4. Health club telephone courtesy
5. How to book a treatment through phone
6. LQA standards on massage therapies and reservations
7. Handling Towel & Linen
8. Spark reservation and making invoice
9. Spark membership ID maintaining process
10. Membership package benefits monitoring
11. Handling club membership registration
12. Job Descriptions of spa manager
13. Job descriptions of spa therapist
14. Job descriptions of barber
15. Job descriptions of spa receptionist
16. Job descriptions of fitness trainer
17. Job descriptions of life guard
18. Job descriptions of spa attendant
19. How to operate steam and sauna
20. Moroccan bath procedures
21. Locker room procedures
22. Handling locker
23. Handling health club cash flow
24. Handling members and guest using the gym
25. Check pool water, hygiene, cleanliness and safety
26. Maintaining health club and pool cleaning log sheet
27. Clean pool areas and reset sun lounge, tables & chairs
28. Booking treatment using appointment calendar
29. Handling spa treatment gift voucher
30. Health club and spa incentive
31. Issuing an appointment card
32. Membership applications
33. Membership benefits
34. Gift voucher redeem procedures
35. Spa and health club sales and commission report
36. Making guest fill up the health form / wellness form
37. Spa guest journey procedures

38. Treatment room hygiene, sanitation & product handling
39. Anatomy and Muscular system
40. Welcoming the guest and educating about the spa menu and benefits
41. Towel Draping
42. Massage Etiquette
43. Departmental training procedures
44. Facial cleansing
45. Retailing & upselling
46. Preform facial
47. Perform massage and Moroccan bath
48. Perform body scrub & wrap
49. Rules and regulation of health club and spa
50. Staff disciplinary actions
51. Staff appraisal procedures
52. Health club staff technical skills and sales skills
53. Health club staff interactions with the guest
54. New staff induction process
55. Recruitment process
56. Resignation and Termination process
57. Salary in advance procedures
58. Health club and spa product inventory process
59. Health club and spa asset stock inventory process
60. Health club FMC records and store request
61. Spa opening and closing procedures
62. Health club uniform policies
63. Staff sick leave procedures
64. Staff public holiday procedures
65. Staff duty Rota
66. Staff vacation / holiday procedures
67. Staff lunch timings
68. Staff advance off/ vacation request
69. Staff monthly training calendar
70. Health club grooming standards
71. Health club and spa linen inventory process
72. Health club linen laundry slip handling
73. Health club credit card handling
74. Documentation of the procedures
75. Spa and membership promotion process
76. Spa membership cancellation and renewal process
77. Spa membership transfer process
78. Spa massage SOP's
79. Spa facial SOP's

- 80. Spa body scrub SOP's
- 81. Spa manicure/ pedicure SOP's
- 82. Spa Post and Pre- process for the massages and treatments
- 83. Health club attendance report
- 84. Health club revenue report
- 85. Health club damage reports
- 86. Guest feedback reports
- 87. Daily sales report
- 88. Health club Monthly statistical report
- 89. Departmental monthly deep cleaning process