

Spa Service Skills is aimed at spa/fitness receptionists and spa therapists/fitness consultants. The focus of the course is on the service elements of the spa treatment. The course could include junior supervisory levels of staff, but it is not a course aimed at management or executive level personnel. Maximum group training numbers are sixteen delegates each day with a minimum of six.

The **Spa Service Skills Programme** is split into 5 sessions:

*Introduction* – gives an overview of Upfront! Training and outlines the overall objective of the course, which is that by the end of the day the delegates will be able to understand and apply recognised five star luxury spa service standards in the workplace, in order to enhance the guest experience. In addition, delegates will learn how the accreditation standards benefit the spa, the guest and the employee. Finally, an overview of how the Leading Spas audits are assessed will be discussed.

*Employee Standards* – The Leading Hotels of the World employee behavioural standards translate perfectly to the Leading Spas environment. The key criteria for employee behaviours are discussed and specific emphasis is placed on the close and lengthy guest interaction in a Spa setting.

*The Spa Treatment* – The focus is on the important service elements assessed during a Leading Spas audit. The session follows the guest's journey through the spa from reservation, to the arrival/orientation to the treatment and finally the post treatment/billing/final departure. This highlights the important opportunities for five-star luxury service along the way.

*The Spa Fitness Facilities and Product* – this section touches on the important service provisions required for fitness reception and elements of the product and operational assessments that spa employees can influence. It provides the delegates with a full understanding of the importance of maintaining a high quality product and the part they can play in ensuring high standards.

During the day Best Practice examples from around the world are shown and discussed and opportunities are given for voicing ideas relating to the specific spa in question.

*Consolidation* – occurs at the end of the day and the delegates are asked to demonstrate what they have learned by playing a fun interactive game. They also commit themselves to a work-based goal setting exercise aimed at improving performance and implementing the standards learned. On completion of this post course project, certification is granted.

A variety of training techniques are used including group discussions and syndicate work, role-plays and games, all of which have a learning purpose and are linked to the course material. The atmosphere will be relaxed and conducive to learning. Actual spa menus are used and benchmarking information relating to the previous audit is discussed, where applicable. A workbook and handouts are provided for delegates to work on during the day and to take away at the end of the training.