

The background of the cover is a collage of spa-related images. The top half features a wooden surface with three lit candles: two small white ones and one large white sphere. To the right is a purple chrysanthemum flower. The bottom half shows a dark purple candle in a matching holder, with a pink towel and some wooden sticks visible in the foreground. A large, wavy, pinkish-purple graphic separates the top and bottom images.

INTRODUCTION TO SPA & WELLNESS

BOOK 1

Dayang Kamariah binti Tajul Maulok
Wan Nor Hafiza binti Wan Sulaiman

INTRODUCTION TO SPA & WELLNESS

BOOK 1

**Dayang Kamariah binti Tajul Maulok
Wan Nor Hafiza binti Wan Sulaiman**

First Edition

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WAN NOR HAFIZA BINTI WAN SULAIMAN

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The background is a soft pink watercolor wash. In the bottom left corner, there is a detailed illustration of pink flowers with yellow centers and green leaves. A small green leaf is also visible in the top right corner.

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PREFACE

Spa and wellness are two separate words and businesses. Spa and wellness develop a healthy lifestyle throughout the spa environment and wellness concept. Spa and wellness have stood the test of time. It's an ancient concept that remains popular today, and centers around wellbeing, stress reduction, and whole-being health. Both spa and wellness focus on an individual's health.

Spas are associated with relaxing aquatic surroundings that help reduce stress, anxiety, and other challenges that we face every day. Spas have developed over time, it can create a fully personalized and integrated whole wellness experience.

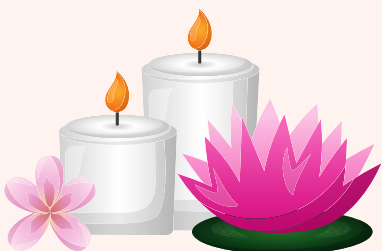


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TERMS & DEFINITION



TERMS & DEFINITION

SPA & WELLNESS



According to the Global Wellness Summit, a spa is an "establishment that promotes wellness through the provision of therapeutic and other professional services aimed at renewing the body, mind, and spirit."

S

pa is known as an establishment that provides massage treatment and at least two water applications as defined by this standard.



W

ellness is known as a state of well-being: a good or satisfactory condition of existence with a balanced body, mind and spirit.

TREATMENT

A professional action or service employed by a therapist for the provision of well-being.



1

THERAPIST

Trained and certified worker in the spa industry that performs spa treatments or spa services for clients.



2



SPA MANAGER

A qualified and experienced individual in spa services industry with management skills. Trained and certified worker in the spa industry whose primary role is on the day to day management of the spa business.

3

TERMS & DEFINITION

Spa & Wellness

4

SPA TRAINER



The trainer of spa workers whose primary role is to perform massage or other technical spa services. The trainer shall be qualified or certified to train such techniques or services. The trainer may also conduct training for other general service or business-related skills whose standard shall be established by the top management.

5

SPA SERVICE



Services as provided for a client in a spa for the promotion of wellbeing; massage, water applications, steam, sauna, exercise, nutritional treatment and dietary programmes, yoga, meditation, herbal treatment or other professional services aimed at renewing the body, mind & spirit.

Play
time



Let's Start!



HISTORY OF SPA & WELLNESS



HISTORY OF SPA INDUSTRY



- **Spa** is an abbreviation for the **Latin** phrase 'Salus Per Aquam' or 'Sanitas Per Aquam', meaning **health through water**.
- Geographical name of spa, a famous Belgian town, known for its medicinal baths.



- **International Spa Association (ISPA)** defined it differently. Spas are places devoted to overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit



HISTORY OF SPA INDUSTRY



- **Spa** brings relief from internal ailments, rejuvenates the body and provides oxygen to the skin and joints. It also makes for taut skin, stronger joints, and increased resistance to diseases and increase body metabolism besides relieving mental stress and pressure.
- It promote a healthier and younger lifestyle for human wellbeing.



- Spa experience basically comprises **FOUR** areas (**4Rs**):
 - a. Relaxation
 - b. Reflection
 - c. Revitalization
 - d. Rejoicing.



HISTORY OF SPA INDUSTRY



- In **Europe** spas as health service providers are mostly associated with the provision of services related to medicinal waters
- Today's spas different fitness program and beauty care treatments also play an increasingly significant role. Thermal water treatments are not among the compulsory spa services in America or Asia.



- The American-type spa is increasingly becoming a health-centered institution because service providers pay special attention to healthy eating, exercising, beauty and body treatments and meditation.





HISTORY OF WELLNESS INDUSTRY



- **Wellness** concept are firmly rooted in several intellectual, religious and medical movements in the United States and Europe in the 19th century.



- **Wellness** can also be traced to the ancient civilizations of **Greece, Rome** and **Asia**, whose historical traditions have indelibly influenced the modern wellness movement.

- The World Health Organization's 1948 constitution stated that:

"Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."





HISTORY OF WELLNESS INDUSTRY



- As a modern concept in the 1950s, 1960s and 1970s physicians and thinkers in the United States have largely shaped the way wellness is conceptualized today.



- **Wellness** is an active process of becoming aware of and making informed choices towards a healthier and fulfilling life. It is a place devoted to the overall wellbeing through a variety of professional services that encourage the renewal of mind, body and spirit.

- It completes the physical, mental and social wellbeing and not merely the absence of disease or infirmity.





TYPES OF SPA & WELLNESS



DAY SPA

Basically a spa that is offered daily.
At day spas, the location needs to be close to the customer's daily routes for examples at shopping malls or housing estate.



DESTINATION SPA

A type of spa that promotes life style transformations with the purpose of cleansing and renewing oneself in order to stop smoking, weight control, detox, healthy nutrition, spiritual refreshing and body awareness



CRUISE SHIP SPA

Aboard a cruise that provides spa treatments, fitness and wellness components and spa cuisine menu choices



TYPES OF SPA



MEDICAL SPA

Medical spas have licensed medical teams containing dermatologists, plastic surgeons and dentists.



CLUB SPA

Daily and short-term applications such as day spa are made to focus on physical health.
Club spa service primarily encourages people to meet, experience and explore spa.



MOBILE SPA

Spa services in the comfort of home, hotel room, and even in the office with licensed talented professionals.



TYPES of spa

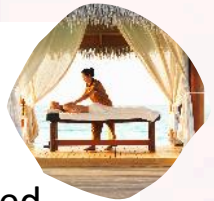


MINERAL SPRINGS SPA

- ☐ Offers an on-site source of natural mineral, thermal or seawater that are used in hydrotherapy treatments or hot spring waters.
- ☐ Natural elements from the surrounding rocks, sand and soil. If the water source is naturally heated, it can be called a thermal spa.
- ☐ If the water is cold, it can be heated for guests to make it more relaxing and therapeutic.

RESORT/HOTEL SPA

- ☐ Suitable for business traveler and families A spa center with treatment rooms, sauna, jacuzzi and swimming pool.
- ☐ It can cover basics such as massage and facials, but specialized treatments may not be available.
- ☐ The services can be combined with accommodation, recreation and eating and drinking sections.



THALASSOTHERAPY SPA

- ☐ "Thalassa" from Greek word meaning "sea use of sea water and the marine environment as a form of therapy.
- ☐ A combination of nautical elements such as sea water, seaweed, mud or sand.
- ☐ It often have a warm, mineral-rich pool to massage and soothe tired and aching muscles, in addition of invigorating indoor showers.



NORDIC SPA

- ☐ Nordic or Scandinavian spas are based on a cycle of relaxation that goes from a hot treatment such as heated pool or sauna to a cold one and extremely popular in Iceland and Canada.
- ☐ It also focuses on outdoor experiences such as hot tubs and waterfall pools.



Types of WELLNESS



The National Wellness Institute notes that applying a wellness approach can be useful in nearly every human endeavour as a pathway to optimal living.

1

2

3

WELLNESS

The **EIGHT** dimensions of the wellness model are: emotional, environmental, financial, intellectual, occupational, physical, social and spiritual.

Consistent consideration and use of this model help streamline intervention efforts and evaluative measures.



Play
time



8 Dimension of WELLNESS

ENVIRONMENTAL



Good health by occupying pleasant, stimulating environments that support well-being.

EMOTIONAL

Coping effectively with life and creating satisfying relationships.



FINANCIAL

Satisfaction with current and future financial situations.



INTELLECTUAL

Recognizing creative abilities and finding ways to expand knowledge and skills.



OCCUPATIONAL

Personal satisfaction and enrichment derived from one's work.



PHYSICAL

Recognizing the need for physical activity, diet, sleep and nutrition.



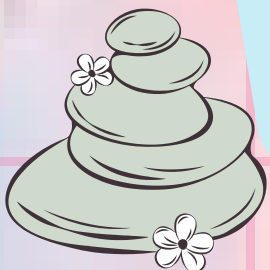
SPIRITUAL

Expanding our sense of purpose and meaning in life.



SOCIAL

Developing a sense of connection, belonging and a well-developed support system.





TYPES OF SPA THERAPIST

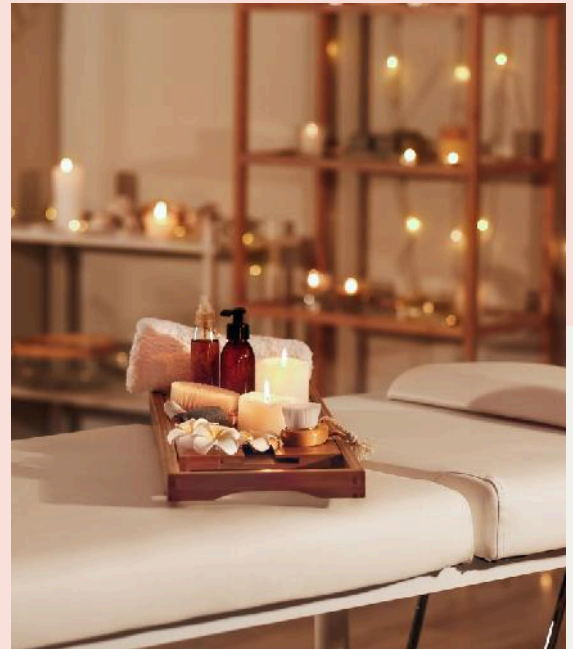




Types of SPA THERAPIST

Qualifications for a spa therapist usually include an associate's degree or certificate in spa or massage therapy.

Additional qualifications for a spa therapist include experience with a variety of treatments that promote body health and sales skills. Having a thorough understanding of the spa services provided is important.



There are some popular related job searches in spa industry such as spa massage therapist, spa attendant and medical spa massage therapist.

CAREER OPPORTUNITY IN SPA INDUSTRY



SPA MASSAGE THERAPIST

Focus on client satisfaction. The client feels relaxed, cared for and catered to. Aims to make massage session a luxurious experience and often use aromatherapy, music, and soft linens in achieving the aim intended.



MEDICAL SPA MASSAGE THERAPIST

Aims to achieve better function for the client. Apply one form of massage over another to ensure that the best outcome is achieved. Results from the massage treatment are measurable, and multiple sessions are set up in order to achieve better overall function for the client.



MASSAGE SPA RECEPTIONIST/ SPA FRONT DESK

Behind every serene spa experience is an organized and efficient spa manager. Oversee daily operations, staff management, and customer service. Responsible in ensuring that all treatments are carried out seamlessly, the spa environment is soothing, and clients leave with a sense of satisfaction. Plays a crucial role in creating a harmonious atmosphere that promotes relaxation and well-being.



SPA MANAGER

Responsibilities include the greeting of all guests, answering phone calls, assisting guests with questions regarding spa services and products, booking all appointments, checking the guest into the computer system and charging for services performed. Additionally, the Front Desk Representative assists with transitional cleaning of the spa and relaxation area as needed.



CAREER OPPORTUNITY IN SPA INDUSTRY



EDUCATOR

Has the opportunity to share wealth of knowledge and practical skills with the next generation of beauty professionals. The role goes beyond teaching techniques; inspiring creativity and fostering a deep understanding of the industry's standards and trends. Contributes to the growth of the industry as a whole, ensuring that skilled and knowledgeable professionals continue to shape the world of beauty for years to come.



MANUFACTURER REPRESENTATIVE

Manufacturer representatives in the spa industry bridge the gap between product manufacturers and spa professionals. This role involves collaborating with spas to introduce new products, equipment, and techniques. By providing training and demonstrations, they equip spa therapists with the tools they need to deliver exceptional experiences. This career path allows the contribution of innovations in spa therapy and growth of the industry.



SPA SUPERVISOR

Responsible for the day to day spa operation duties to include opening and closing, cash handling procedures and general facility maintenance. Must have the ability to deal effectively with guests while maintaining the highest level of professionalism at all times. The ability for scheduling dependability and flexibility is a must.



SPA ATTENDANT

Ensure that all areas of the spa facility are clean. Regular cleanliness check of the changing facilities including emptying towel bins. Ensuring all stocks such as shower products and toiletries are full. Adapts good working practices to ensure a safe working knowledgeable and up to date with the Spa's offering.



Let's Start!



CURRENT & FUTURISTIC SPA TRENDS



Current & Futuristic Spa Trends



Tech-Infused Wellness Retreats

Technology is seamlessly integrated into spa retreats. Health data and stress levels are analysed by artificial intelligence, leading to a tailor-made wellness program to be designed. This tech-infused approach not only adds a modern twist to traditional spa practices but also ensures a more personalized and effective wellness journey.



Sustainable Spa Practices

Spas are also becoming more environmentally friendly in adopting as environmental consciousness adopting green initiatives, from energy-efficient facilities to zero-waste packaging for skincare products.

Current & Futuristic Spa Trends



Mindful Beauty and Holistic Treatments

Treatments go beyond skin-deep in as much as addressing mental well-being through relaxation techniques, meditation, and stress-relief therapies. Holistic treatments that combine skincare with mindfulness aim to create a harmonious balance, leaving not only looking rejuvenated but feeling deeply refreshed.

Cryotherapy and Wellness Technology

Cryotherapy is equipped with advanced wellness technology, providing a quick and effective way to boost overall health. It uses extremely low temperatures to promote healing, reduce inflammation, and enhance recovery. Paired with wearable wellness technology, it can track progress and optimize spa experience based on real-time data in creating a more personalized and efficient wellness journey.



Current & Futuristic Spa Trends



Customizable Wellness Menus

It can curate their own spa experience, choosing from a variety of treatments, therapies, and activities. Whether it's a combination of massage, yoga, and meditation or a focus on specific wellness goals like weight management or stress reduction, customizable wellness menus empower individuals to take charge of well-being journey.

Wellness Destination Retreats

Wellness destination retreats often include accommodation, curated healthy meals, and a diverse range of activities, from outdoor fitness classes to mindfulness workshops. The idea is to create a holistic environment that allows guests to disconnect from daily life and fully immerse.

Virtual Wellness Experiences

It's an online wellness services that allow access to virtual meditation sessions, yoga classes, and personalized wellness consultations from the comfort of their homes. Virtual reality (VR) is also making waves, providing an immersive spa experience without physically being present.



Current & Futuristic Spa Trends



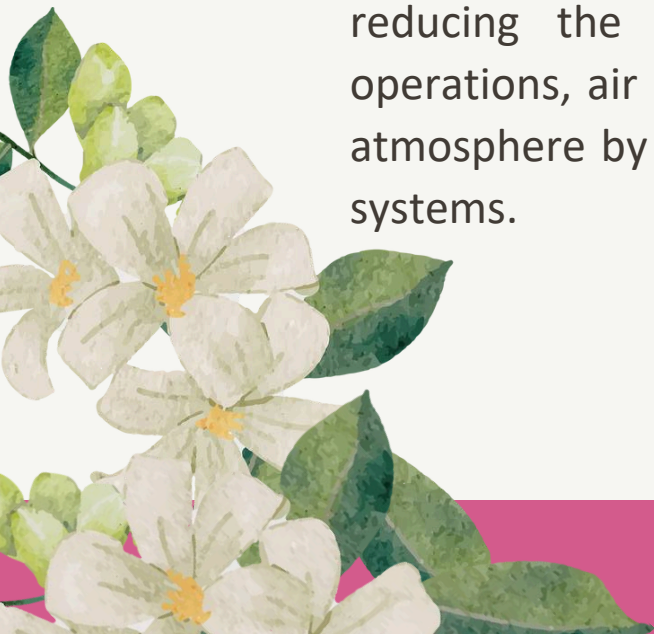
Community-Centric Wellness Programs

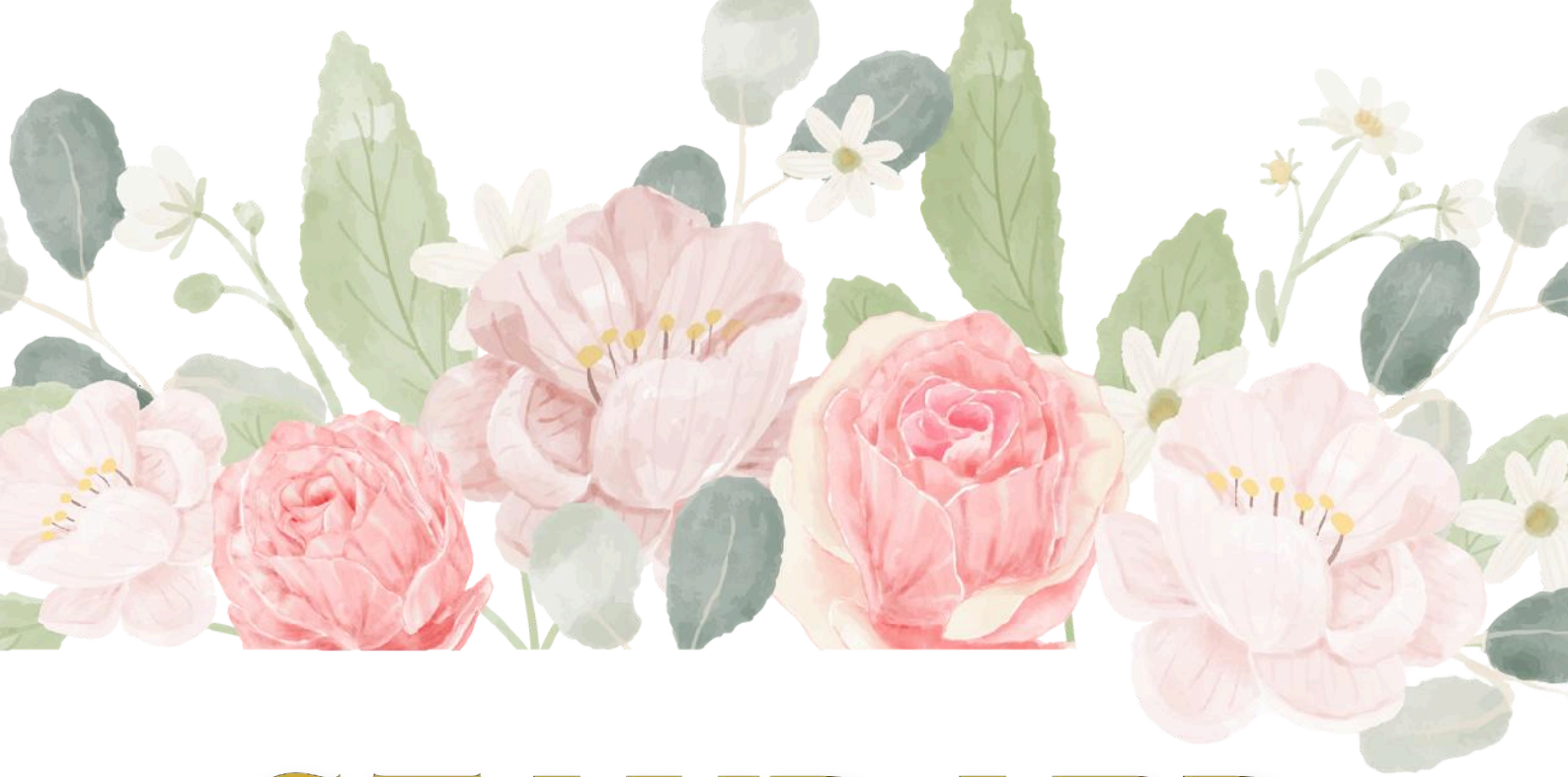
From group fitness classes to wellness workshops, these programs create a supportive environment by introducing community-centric wellness programs. Individuals can share wellness journeys, exchange tips, and motivate each other.



Air Source Heat Pumps in Spas

Eco-friendly technology is utilized to regulate temperatures, offering energy-efficient and environmentally conscious heating and cooling. Beyond reducing the carbon footprint associated with spa operations, air source heat pumps create a more serene atmosphere by eliminating the noise of traditional HVAC systems.





STANDARD OPERATING PROCUDRE OF SPA



STANDARD OPERATING PROCEDURE OF SPA



01 OPERATIONAL

Spa must provide operational manual below:

1. Opening and closing
2. Reception Procedures
 - o Meet and greet guest, appointment and booking, payment and cashiering, guest records
3. Security and safety
4. Human Resource
 - o Employees record
 - o Organizational chart
 - o Job description with relevant qualifications - positions at least supervisor, staff therapist, spa attendant
 - o Recruitment process
 - o Annual medical check-ups
5. Training and development
 - o Must have personal grooming standard, product knowledge, equipment care and usage, customer service, selling or up selling skills
 - o Staff welfare
6. Basic treatment protocol
7. Housekeeping
 - o Cleanliness and hygiene standards, linen upkeep, repair and maintenance
8. Staff uniform
 - o Uniforms that are modest, clean, practical, and ideally reflecting the local culture
9. Equipment safety

02 SPA COLLATERAL GUIDELINES

Spa collateral guidelines includes:

- Logo
- Letter head
- Business cards
- Spa menu
- Gift voucher
- Website
- Promotional

STANDARD OPERATING PROCEDURE OF SPA



03

CODE OF ETHICS

Every spa must comply with code of ethics required by the government policy and regulation in order to sustain good image of spa industry.



04

AESTHETIC REQUIREMENT

Provide an environment that is safe, practical, and hygienic through the use of appropriate lighting, sound, scents, and regular maintenance





REVISION

QUESTIONS



QUIZ 1

Instruction: Fill in blanks with the correct answer below.

Therapist	Well-being	Wellness
Exercise	Spa	Health
Spa Services	Treatment	Nutritional

1. was trained and certified to perform treatments or spa services for potential clients.
2. A balanced body, mind and spirit related to
3. provide promotion, well-being, massage, water applications, steam, sauna, exercise, nutritional treatment and dietary programmes, yoga, meditation, herbal treatment or other professional services aimed at renewing the body, mind & spirit.
4. A by professional therapist is an action or service employed.
5. An establishment of provides massage treatment and at least must have two water applications which also include sauna, scrubs and wraps, energy treatments, exercise, nutritional programmes, dietary programmes, yoga, meditation, herbal treatment or other professional services.

ANSWER SCHEME QUIZ 1

Instruction: Fill in blanks with the correct answer below.

Therapist	Well-being	Wellness
Exercise	Spa	Health
Spa Services	Treatment	Nutritional

1. **Therapist** was trained and certified to perform treatments or spa services for potential clients.

2. A balanced body, mind and spirit related to **wellness**

3. **Spa Services** provide promotion, well-being, massage, water applications, steam, sauna, exercise, nutritional treatment and dietary programmes, yoga, meditation, herbal treatment or other professional services aimed at renewing the body, mind & spirit.

4. A **Treatment** by professional therapist is an action or service employed.

5. An establishment of **Spa** provides massage treatment and at least must have two water applications which also include sauna, scrubs and wraps, energy treatments, exercise, nutritional programmes, dietary programmes, yoga, meditation, herbal treatment or other professional services.



QUIZ 2

Word Search



Find the hidden spa industry and wellness words.

S	Z	A	F	G	L	K	Y	W	O	F	B	W	M
Z	A	M	R	E	L	A	X	A	T	I	O	N	I
K	X	L	W	S	O	L	U	T	S	R	D	T	N
L	P	N	U	P	L	S	K	E	G	L	Y	E	D
L	A	E	U	I	W	E	L	L	N	E	S	S	A
L	M	O	O	R	P	R	P	E	S	R	S	L	M
I	A	C	E	I	V	V	K	T	A	O	H	I	A
H	E	A	L	T	H	I	R	O	R	C	I	T	M
E	P	S	E	E	N	C	N	A	S	K	P	E	P
T	I	R	A	T	U	E	W	I	Q	E	H	T	I
B	R	O	O	M	S	S	I	C	K	T	U	B	R
R	E	V	I	T	A	L	I	Z	A	T	I	O	N

WELLNESS

BODY

SERVICES

RELAXATION

MIND

HEALTH

WATER

SPIRIT

REVITALIZATION



ANSWER SCHEME QUIZ 2



Word Search

Find the hidden spa industry and wellness words.

S	Z	A	F	G	L	K	Y	W	O	F	B	W	M
Z	A	M	R	E	L	A	X	A	T	I	O	N	I
K	X	L	W	S	O	L	U	T	S	R	D	T	N
L	P	N	U	P	L	S	K	E	G	L	Y	E	D
L	A	E	U	I	W	E	L	L	N	E	S	S	A
L	M	O	O	R	P	R	P	E	S	R	S	L	M
I	A	C	E	I	V	V	K	T	A	O	H	I	A
H	E	A	L	T	H	I	R	O	R	C	I	T	M
E	P	S	E	E	N	C	N	A	S	K	P	E	P
T	I	R	A	T	U	E	W	I	Q	E	H	T	I
B	R	O	O	M	S	S	I	C	K	T	U	B	R
R	E	V	I	T	A	L	I	Z	A	T	I	O	N

WELLNESS

BODY

SERVICES

RELAXATION

MIND

HEALTH

WATER

SPIRIT

REVITALIZATION

QUIZ 3



Match the correct answers from the options given below.

Types of SPA

Nordic Spa

Mobile Spa

Club spa

Mineral Spring Spa

Destination Spa

Thalassotherapy
Spa

Criteria

Known as Scandinavian spas extremely popular in Iceland and Canada. A cycle of relaxation that goes from a hot treatment or cold treatment with outdoor experiences such as hot tubs and waterfall pools.

Greek word meaning sea use of sea water and the marine environment as a form of therapy. Combination of nautical elements.

Offers an on-site source of natural mineral, thermal or seawater that used in hydrotherapy treatments or hot spring waters.

Provide services at home, hotel rooms or office.

Journeys intended life style transformations.

A day spa primarily encourages to meet other people, experience and explore spa.

ANSWER SCHEME QUIZ 3

Match the correct answers from the options given below.

Types of SPA

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