

IN SUMMARY

SPA MANAGER DUTIES

- I. Secure Spa Location/Address
- II. Set-Up Activities
 - A. Obtain Licenses
 - i. State Licensure, if required (Massage Establishment License)
 - ii. Local Occupational/Business License (County or City)
 - iii. Sales Tax Certificate (State Department of Revenue)
 - B. Recruit and Train L.M.T's,
 - i. Local Massage Schools, Career Placement Office (post notices, get resumes, etc).
 - ii. Local Branch of State Massage Therapists Association (send out mailing, email, etc.)
 - iii. Ads in local papers that advertise spas
 - iv. Interview applicants
 - 1. Favor simple, sattvic, energetic, happy people
 - 2. Explain our "gender-specific" policy, dress code, salary, shifts/on-call, etc.(avoid an employment contract whenever possible)
 - 3. Agreement Form (non-disclosure, non-compete)
 - v. Training Course
 - C. Obtain materials, equipment, supplies, furnishings (see start-up manual)
 - D. Oversee Spa build-out
 - E. Set up payroll company
 - F. Obtain Insurance:
 - i. General liability
 - ii. Workman's Compensation
 - iii. Confirm that each L.M.T. carries professional liability
- III. Reception/Scheduling/Payments
 - A. Book Appointments
 - i. Describe and "Sell" Treatments
 - ii. Cancellation Policy: Explain to Clients
 - iii. Schedule "on-call" therapists as needed
 - B. Greet Clients, Collect Fees (net-suite)
 - C. Disclaimer Form signed before treatment, Guest Evaluation Form after treatment
 - D. Maintain client flow and attend to special needs
- IV. Inventory Control, Restocking of Products and Supplies
 - Restocking of linen used in treatments (Hire a Linen Service to supply, launder and restock linen)

- V. Attend to cleanliness of the facility: Hire a Cleaning Service and make sure that they are doing a very thorough job. Make sure that drains are being cleaned daily with MICRODYNE drain cleaner. Sanitation, cleanliness and orderliness are absolute requirements in this kind of business
- VI. Product Sales
- VII. Interface with Payroll Company to insure timely mailing of payroll and all payroll reports (Quarterly and Annual Reports, W-2's, etc.)