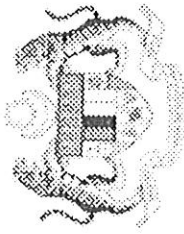


2010



Ministry of Tourism Malaysia
www.motour.gov.my

GUIDELINES FOR SPA CLASSIFICATION

MINIMUM REQUIREMENTS FOR STAR RATING OF DAY SPA 2010

NO	CRITERIA	ONE-STAR	TWO-STAR	THREE-STAR	FOUR-STAR	FIVE-STAR
1.	STATUTORY REQUIREMENTS	<p><u>All Categories:</u></p> <ol style="list-style-type: none"> Every spa <u>must hold valid spa license and registered business license</u> from the Local Authority Every spa <u>must qualify within at least one (1) of the Categories of Spa Businesses</u> Every spa <u>must use only registered products and treatment equipment</u> endorsed by the government Age of employees and qualifications <u>must be in accordance with stipulations by law</u> Every spa <u>must comply to cleanliness standards</u> required by the Ministry of Health and Local Authority Every spa <u>must comply to fire and safety requirements</u> required by the Fire and Rescue Department of Malaysia Every spa is <u>not allowed to operate later than midnight</u> Foreign therapists/staffs must possess <u>valid working permits</u> Staff entitlements by law (SOCISO, EPF etc.) 				
2.	FACILITIES AND EQUIPMENTS 2.1 TREATMENT ROOM (Facial, massage, scrub, wrap and etc.)	<p>Provide at least three (3) treatment beds separated by curtains/screens</p> <p>Provide at least four (4) massage beds or two treatment rooms of standard decoration and fittings</p> <p>Provide at least four (4) massage beds or two treatment rooms in a very exclusive surrounding and excellent standard of decoration and fittings</p> <p>Every treatment room is expected to be very clean, well-equipped, well maintained and appealing with appropriate use of sound, lighting and scent and should comply to all government/authority's requirements</p>				

MINIMUM REQUIREMENTS FOR STAR RATING OF DAY SPA 2010

NO	CRITERIA	ONE-STAR			TWO-STAR			THREE-STAR			FOUR-STAR			FIVE-STAR		
		Provide a reception counter			Provide a well-appointed reception counter which commensurate with the size of the spa and should provide adequate sitting facilities			Provide a well-appointed and tastefully decorated reception, which commensurate with the size of the spa and should provide comfortable sitting facilities of good standards			Provide a well-appointed and tastefully decorated reception which commensurate with the size of the spa and should provide luxurious sitting facilities of high standards					
	2.2 RECEPTION AREA	Every reception area must be very clean and appealing with appropriate use of sound, lighting and scent														
	2.3 RETAIL AREA	Encourage the use of decorations with Malaysian accents like batik and other local decorations														
	2.4 CHANGING ROOM / LOCKER FACILITY	Not compulsory	Not compulsory	Provide a well-appointed retail area	Provide a well-appointed and decorated retail area	Provide an excellent appointed and decorated retail area	1. Every spa must provide changing facilities in treatment areas that provide customers with privacy and security	1. Every spa must provide changing and locker facilities in treatment areas that provide customers with privacy and security	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	
		1. Every spa must provide changing facilities in treatment areas that provide customers with privacy	2. Provide clothes hanger, disposable panties / boxer shorts and slippers	3. Every changing room / facility is expected to be very hygienic and appealing	1. Every spa must provide changing and locker facilities in treatment areas that provide customers with privacy and security	2. Provide clothes hanger, disposable panties / boxer shorts / sarong / pareo / momo, slippers, shower cap and jewelry box and must be presentably displayed	3. Provide vanity area equipped with hair comb, hair dryer, mirror and toiletries	4. Every changing room/facility must be very hygienic, appealing and scented	5. Provide laundry basket facility for soiled linen	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	2. Provide clothes hanger, disposable panties / boxer shorts, kimono / bathrobe / sarong / pareo / momo, slippers, shower cap and jewelry box and must be presentably displayed	3. Provide vanity area equipped with hair comb, hair dryer, mirror and toiletries	4. Every changing room/facility must be very hygienic, appealing and scented	5. Provide laundry basket facility for soiled linen	1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security	

MINIMUM REQUIREMENTS FOR STAR RATING OF DAY SPA 2010

NO	CRITERIA	ONE-STAR	TWO-STAR	THREE-STAR	FOUR-STAR	FIVE-STAR
2.5	TOILET	<ol style="list-style-type: none"> 1. Every spa must provide standard toilet with shower facilities with hot water 2. Provide sufficient supply of toilet paper and clean towels 3. Provide sanitary paper towel disposal facility and rubbish bins 	<ol style="list-style-type: none"> 1. Every spa must provide minimum two standard toilets with shower facilities with hot water 2. Provide sufficient supply of toilet paper, toiletries and clean towel 3. Provide sanitary paper towel disposal facility and rubbish bins 	<ol style="list-style-type: none"> 1. Every spa must provide minimum two standard toilets with hot water shower facilities in separate cubicle 2. Provide sufficient supply of toilet paper, toiletries and clean towel 3. Provide sanitary paper towel disposal facility and rubbish bins 	<ol style="list-style-type: none"> 1. Every spa must provide minimum two standard toilets with hot water shower facilities in separate cubicle 2. Provide vanity counter with mirror and hair dryer with grooming accessories 3. Provide sufficient supply of toilet paper, toiletries and clean towel 4. Provide sanitary paper towel disposal facility and rubbish bins 	
2.6	SAUNA / STEAM / LONG BATH / OTHER WATER-BASED TREATMENTS	Provide at least one water based treatment	Provide at least two of three facilities for water-based treatments one of which is using long bath or other bath facilities is compulsory	Provide at least two of three facilities for water-based treatments one of which is using long bath or other bath facilities is compulsory	Provide at least two of three facilities for water-based treatments one of which is using long bath or other bath facilities is compulsory	Provide at least two of three facilities for water-based treatments one of which is using long bath or other bath facilities is compulsory
2.7	SPA MENU / BROCHURE	<p>All categories:</p> <p>Every spa must provide complete spa menu/brochure with price for customers to decide on treatment/package option</p> <ol style="list-style-type: none"> 1. Facials 2. Body Massages 3. Body Wraps 4. Body Scrubs 5. Water Treatments 	<p>All categories:</p> <p>Every spa must provide complete spa menu/brochure with price for customers to decide on treatment/package option</p> <ol style="list-style-type: none"> 1. Facials 2. Body Massages 3. Body Wraps 4. Body Scrubs 5. Water Treatments 	<p>All categories:</p> <p>Every spa must provide complete spa menu/brochure with price for customers to decide on treatment/package option</p> <ol style="list-style-type: none"> 1. Facials 2. Body Massages 3. Body Wraps 4. Body Scrubs 5. Water Treatments 	<p>All categories:</p> <p>Every spa must provide complete spa menu/brochure with price for customers to decide on treatment/package option</p> <ol style="list-style-type: none"> 1. Facials 2. Body Massages 3. Body Wraps 4. Body Scrubs 5. Water Treatments 	<p>All categories:</p> <p>Every spa must provide complete spa menu/brochure with price for customers to decide on treatment/package option</p> <ol style="list-style-type: none"> 1. Facials 2. Body Massages 3. Body Wraps 4. Body Scrubs 5. Water Treatments
2.8	CREDIT CARD SERVICE	Not compulsory	Not compulsory	Not compulsory	Credit Card facilities available: Acceptance of major/international Credit/Charge card	Credit Card facilities available: Acceptance of major/international Credit/Charge card

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3.	PRODUCTS, SPA TREATMENTS AND WELLNESS PROGRAMS					
	3.1 TREATMENT PRODUCTS (Skincare, body care, hair care, massage oil, foot care, hand care and etc.)	Offer a basic range of treatment products	Offer a wide range of good quality treatment products	Offer a wide range of good quality treatment products	Offer a wide range of premium quality treatment products	Offer a wide range of premium quality treatment products
		Every product must be registered with the government				
		Therapists should consult clients on treatment products and answer to any inquiries accordingly where applicable within the guidelines set out by the Ministry of Health				
	3.2 SPA TREATMENT S	Every treatment must be performed by a certified/qualified therapist according to law when applicable				
	3.2.1 Facials	Offer at least one type of facial treatment	Offer at least three or more types of facial treatment	Offer at least three or more types of facial treatment	Offer at least three or more types of facial treatment	Offer at least three or more types of facial treatment
		Every spa must offer at least one type of facial treatment				
		Facial methods and applications must be performed safely and using products registered with Ministry of Health.				
		Facials using fresh vegetables and fruits prepared in hygienic condition are allowed				
	3.2.2 Bodyworks	All Categories: Every spa must offer the complete range of body treatments (body massage, body scrub, body wrap)				
	3.2.3 Massage (Traditional, Swedish, Shiatsu, Thai, Balinese and etc.)	Offer at least 2 types of massage	Offer at least 2 types of massage	Offer at least 3 types of massage	Offer at least 3 types of massage and a signature massage	Offer more than 3 types of massage and a signature massage
	3.2.4 Aqua Therapy (Balneotherapy, steam, sauna and Jacuzzi, long bath and Hydrotherapy and etc.)	Offer at least one type of aqua therapy treatment	Offer at least one type of aqua therapy treatment	Offer 2 or more aqua therapy treatments one of which offered must be in a long bath or other types of bath	Offer 2 or more aqua therapy treatments one of which offered must be in a long bath or other types of bath	Offer 2 or more aqua therapy treatments one of which offered must be in a long bath or other types of bath
	3.2.5 Other Spa Treatments (Waxing, hand spa, foot spa, hair spa and etc.)	Not compulsory	Not compulsory	Offer at least one other type of spa treatment	Offer at least 2 or more types of other spa treatments	Offer at least 2 or more types of other spa treatments
	3.3 WELLNESS PROGRAMS	Not compulsory but if such wellness programs/therapies are offered, it must be supervised/performed by certified/qualified instructor and meet all requirements as stipulated by laws				
		All therapies are meant for wellness only and not as a medical treatment				

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4.	STANDARD OPERATING PROCEDURES (SOPs) 4.1 OPERATIONAL					
		<p><u>All Categories</u> Spa must provide operational manual which covers the following:-</p> <ol style="list-style-type: none"> 1. Openings and Closing 2. Guest Relation 3. Payment Procedures 4. Guest Filing 5. Security & Safety 6. Employees Record 7. Basic Treatment Protocol 8. Cleanliness & Hygiene 9. Linen Up keep 10. Repair & Maintenance 11. Staff Uniform 12. Equipment Safety 				
	4.1.1 Front Office		Not compulsory		<p>The manual covering front office and spa set up should include the following:</p> <ol style="list-style-type: none"> 1. Meet and Greet Guests 2. Appointments and bookings 3. Payments and cashiering 4. Retail area – products display 5. Waiting lounge 	
	4.1.2 Office Set up		Not compulsory		<p>The manual covering spa set up should include the following:</p> <ol style="list-style-type: none"> 1. Front office set up 2. Dry and wet treatment room set up 3. Relaxation lounge 4. Treatment product preparation set up 5. Preparation room set up 	

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	4.2 HOUSEKEEPING		Not compulsory			The manual covering housekeeping should include the following: <ol style="list-style-type: none"> 1. Cleanliness & Hygiene 2. Linen upkeep 3. Repair & Maintenance
	4.3 HUMAN RESOURCE		Not compulsory			The manual covering human resource should include the following: <ol style="list-style-type: none"> 1. Organizational chart 2. Job description and relevant qualifications 3. Recruitment Process 4. Employment documents 5. Training and Development 6. Employee Hand book 7. Manning Guide 8. Staff Welfare
	4.4 EMPLOYEE HANDBOOK		Not compulsory			The employee handbook should include the following: <ol style="list-style-type: none"> 1. Safety and security(emergency situations and first aid implementation) 2. Employee arrival and departure 3. Rostering 4. Leaves 5. Personal Communication(log book) 6. Employee and client access 7. Public and non-public area 8. Operation equipment and system 9. Upholding confidential information and non-disclosure policy 10. Grooming 11. Lost and found 12. Employee's/family's/friend's benefits 13. Employee meeting and communication 14. Gratuities 15. Dos and don'ts

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	4.5 IN-HOUSE TRAINING MANUAL		Not compulsory		The in-house training manual should include the following: <ol style="list-style-type: none"> 1. Introduction 2. Personal Grooming Standard 3. Spa Vocabulary related to spa treatment 4. Spa Recipe for the fresh ingredients 5. Spa Treatment according to treatment menu 6. Product knowledge 7. Equipment Care & Usage 8. Customers Service 9. Selling and up selling skills 	
	4.6 SPA COLLATERAL GUIDELINES		The spa collateral guidelines should include the following: <ol style="list-style-type: none"> 1. Logo 2. Letter head 3. Business cards 4. Spa menu 		The spa collateral guidelines should include the following: <ol style="list-style-type: none"> 1. Logo 2. Letter head 3. Business cards 4. Spa menu 5. Gift voucher 6. Media kit folder 7. Web site 8. Promotional collateral 9. Others 	
	4.7 CODE OF ETHICS		<u>All Categories:</u> Every spa <u>must comply with Code of Ethics</u> required by the government policy/regulation in order to sustain good image of the spa industry. <u>Clients</u> <ol style="list-style-type: none"> 1. To respect the spa regulations stipulated by the operator 2. To comply with safety and security regulations 3. To treat the spa therapists with respect 4. Not to request for any treatment not within the spa treatment menu 5. Not to breaks any laws within the premise 			

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		<p><u>Staffs</u></p> <ol style="list-style-type: none"> To practice decorum with the clients at all time To follow and implement according to the SOPs at all time Not to breaks any laws within the premise Not to offer and perform any treatments not within the spa treatment menu To respect the clients and fellow worker 				
5.	STAFF 5.1 POSITION	<p>Each spa must consist at least:</p> <ol style="list-style-type: none"> Supervisor Spa therapist 	<p>Each spa must consist at least:</p> <ol style="list-style-type: none"> Assistant Manager Supervisor Spa therapist 	<p>Each spa must consist at least:</p> <ol style="list-style-type: none"> Spa Manager / Assistant Manager Trainer Customer Service Spa Therapists Spa Attendant Supervisor Spa therapist 		
	5.2 QUALIFICATION OF THE STAFF 5.2.1 General Qualification	<p>Number of staff should commensurate to the size of operation and quality of staffs is most important</p>				
		<p><u>All Categories:</u></p> <ol style="list-style-type: none"> Spa therapist must be certified as per government policy Supervisory positions and above must be certified as per government policy with minimum of two years working experience. 				
	5.2.2 Language	<p><u>All Categories:</u></p> <p>Bilingual receptionist should be at least proficient in Bahasa Malaysia or/and English, or with one other languages that corresponds to the predominant clientele</p>				
	5.2.3 Mode of Greetings	<p><u>All Categories:</u></p> <p>Staffs should greet customers by using any form of greetings (according to local / national / international cultures) and are attentive in order to reflect the spa environment at all time. Malaysian culture is preferred.</p>				

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5.3	STAFF UNIFORM	<p><u>All Categories:</u></p> <ol style="list-style-type: none"> Staffs (therapist, masseur, receptionist, back of house) should wear clean, comfortable, practical and decent uniforms with sleeves, no tight fittings and below the knee. Designs should reflect designs of the local / national / international cultures and tradition and requirements of the spa industry. 				
5.4	MEDICAL EXAMINATION			<p><u>All Categories:</u></p> <p>All Staffs that perform treatments to the clients are required to be medical examined yearly and comply health authority requirements and the report should be compiled for reference.</p>		
5.5	STAFF FACILITIES					
5.5.1	Sanitary Installations			<p>Must provide staff locker and changing room</p>	<p>Must provide separate, adequate and hygienic sanitary installation for staffs (toilet, wash-basin, shower, bathroom and etc.)</p>	
5.5.2	Staff Pantry			<p>Not compulsory</p>	<p>Staff pantry to be provided and must be very clean and well-maintained and commensurate to the number of staffs</p>	
5.6	STAFF TRAINING (Therapist, Front liner, Management)			<p><u>All Categories:</u></p> <p>All therapist must be appropriately trained and must receive continuous spa training/on-going spa training (treatment, massage, grooming and etc.) with certification <u>endorsed by the government</u></p>		

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6.	<p>QUALITATIVE AND AESTHETIC REQUIREMENTS (The function and aesthetic are based on all equipment i.e. furniture, soft furnishing, products, decoration, treatment room, public area, fittings and etc.)</p> <p>NOTE: Safe refers to all legal requirements for safety i.e. certified products and equipment, qualified therapists and masseurs and etc.</p> <p>Function: Use of space, seating, capability, operational needs</p> <p>Colour: Reflection and use of lights, colour scheme and combination</p> <p>Aesthetic: Style character emphasis (design feature)</p> <p>Ambience: To create an aesthetically pleasing environment with aromatherapy scented and condition which encourage a suitable atmosphere complementary to style of service</p>	<p>Safe, functional. Standard quality and well maintained</p>	<p>Safe, functional, good quality and well maintained</p>	<p>Safe, functional, very good quality and well maintained and of good taste</p> <p>Local / international elements and appropriate decoration in common areas</p>	<p>Safe, functional, high quality and taste and well maintained</p> <p>Local/international elements and appropriate decoration in common areas</p> <p>Local decoration in treatment rooms when appropriate and to meet international standards</p>	<p>Safe, functional, highest quality and taste and well maintained</p> <p>Local/international elements and appropriate decoration in common areas</p> <p>Local decoration in treatment rooms when appropriate and to meet international standards</p> <p>Good attention given to details</p>
		<p>Every spa to offer an appealing ambience with appropriate use of sound, lighting and scent, well-equipped, well-maintained and clean</p>				