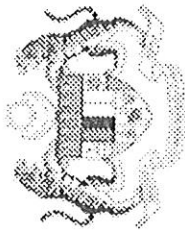


2010



Ministry of Tourism Malaysia  
[www.motour.gov.my](http://www.motour.gov.my)

GUIDELINES FOR REFLEXOLOGY CENTRE CLASSIFICATION

MINIMUM REQUIREMENTS FOR CLASSIFICATION OF FOOT REFLEXOLOGY CENTRE 2010

NO	CRITERIA	SILVER	GOLD	PLATINUM
1.	STATUTORY REQUIREMENTS	<p><u>All Categories:</u></p> <ol style="list-style-type: none"> <li>1. Every reflexology centre <u>must hold registered business license</u> from the Local Authority and any other license required for operations by law</li> <li>2. Every reflexology centre <u>must use only certified products and treatment standards</u> endorsed by the government</li> <li>3. Age and qualification of employees <u>must be in accordance with stipulations by law</u></li> <li>4. Every reflexology centre <u>must comply to cleanliness standards</u> required by the Ministry of Health and Local Authority</li> <li>5. Every reflexology centre <u>must comply to fire and safety requirements</u> required by the Fire and Rescue Department of Malaysia</li> <li>6. Every reflexology centre is <u>not allowed to operate later than midnight</u></li> <li>7. Foreign therapists/staffs must possess <u>valid working permits and qualifications stipulated by law</u></li> <li>8. Staff entitlements in accordance with stipulations by law (SOCSO, EPF and etc.)</li> <li>9. Any <u>regulations on smoking</u> stipulated by law <u>must be adhered to</u></li> </ol>		

MINIMUM REQUIREMENTS FOR CLASSIFICATION OF FOOT REFLEXOLOGY CENTRE 2010

NO		CRITERIA	SILVER	GOLD	PLATINUM
2	FACILITIES				
	2.1 RECEPTION AREA (Reception counter, waiting area and shoe storage)	<ol style="list-style-type: none"> <li>1. Provide a basic reception counter</li> <li>2. Provide basic, clean and ample sitting facilities that commensurate to the size of the Centre</li> <li>3. Provide shoe rack</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide a well-designed reception counter of good quality</li> <li>2. Provide waiting area with ample and comfortable sitting facilities that commensurate to the size of the Centre</li> <li>3. Provide shoe lockers</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide a well-designed reception counter of premier quality</li> <li>2. Provide waiting area with ample and luxurious sitting facilities that commensurate to the size and provided with reading materials</li> <li>3. Provide shoe lockers</li> </ol>	
	2.2 TREATMENT AREAS	<p>Reflexology centre must provide hygienic slippers to the customers</p> <ol style="list-style-type: none"> <li>1. Allocate a minimum area of 50 sq. ft. per chair</li> <li>2. Each treatment room to have a minimum of three (3) chairs and a maximum of ten (10) chairs</li> </ol>	<p>Retail area is not allowed in the Reflexology centre</p> <ol style="list-style-type: none"> <li>1. Allocate a minimum area of 65 sq. ft. per chair</li> <li>2. Each treatment room to have a minimum of (3) chairs and a maximum of six (6) chairs</li> <li>3. Provide good quality curtain between the chairs for privacy</li> <li>4. Provide LCD TV</li> </ol>	<ol style="list-style-type: none"> <li>1. Allocate a minimum area of 80 sq. ft. per chair</li> <li>2. Each treatment room to have a minimum of three (3) chairs and a maximum of four (4) chairs</li> <li>3. Provide premium quality screen/curtain between the chairs for privacy</li> <li>4. Provide VIP treatment room with attached toilet or combination of the above</li> <li>5. Provide LCD TV</li> </ol>	

MINIMUM REQUIREMENTS FOR CLASSIFICATION OF FOOT REFLEXOLOGY CENTRE | 2010

NO		CRITERIA	SILVER	GOLD	PLATINUM
2.3	OTHER FACILITIES				
	2.3.1 Toilet	Provide at least one toilet with wash basin and sufficient toiletries	Provide at least one toilet with wash basin and sufficient toiletries	Provide at least one toilet with wash basin and sufficient toiletries	Provide at least two toilets with wash basin and sufficient quality toiletries
	2.3.2 Foot bath area	Provide foot wash as a prelude to the treatment	Provide area specially fitted for foot bath with hot and cold running water	Provide area specially fitted for foot bath with hot and cold running water	Provide area specially fitted for foot bath with hot and cold running water
	2.3.3 Treatment preparation area	<ol style="list-style-type: none"> <li>1. Provide basic and hygienic preparation area</li> <li>2. Provide hot cabin for towels</li> <li>3. Provide storage for clean linen</li> <li>4. Provide storage for soiled linen</li> <li>5. Provide facilities for preparing warm refreshment for clients</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide well equipped and hygienic preparation area</li> <li>2. Provide hot cabin for towels</li> <li>3. Provide storage for clean linen</li> <li>4. Provide storage for soiled linen</li> <li>5. Provide facilities for preparing warm refreshment for clients</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide well equipped and hygienic preparation area</li> <li>2. Provide hot cabin for towels</li> <li>3. Provide storage for clean linen</li> <li>4. Provide storage for soiled linen</li> <li>5. Provide facilities for preparing warm refreshment for clients</li> </ol>	
	2.3.4 Staff pantry	Provide basic staff pantry	<ol style="list-style-type: none"> <li>1. Provide basic staff pantry</li> <li>2. Provide lockers for staff</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide staff pantry</li> <li>2. Provide lockers for staff</li> </ol>	
2.3.5	Store area	Not compulsory			
2.4	DESIGN, AMBIENCE AND PRESENTATION	<ol style="list-style-type: none"> <li>1. Provide foot chart</li> <li>2. Provide sufficient lighting</li> <li>3. Piped-in music is encouraged but not compulsory</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide quality foot chart</li> <li>2. Provide ambience lighting for mood creation</li> <li>3. Scented environment</li> <li>4. Provide piped-in music</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide quality foot chart</li> <li>2. Provide ambience lighting for mood creation</li> <li>3. Scented environment</li> <li>4. Provide piped-in music</li> </ol>	

NO	CRITERIA	SILVER	GOLD	PLATINIUM
3.	<p>STANDARD OPERATING PROCEDURES (SOPs)</p> <p>3.1 OPERATIONAL</p>	<p>All Categories:                      Reflexology centre must operational manual that covers:-</p> <ol style="list-style-type: none"> <li>1. Openings and Closing</li> <li>2. Guest Relations</li> <li>3. Payment Procedures</li> <li>4. Guest Records</li> <li>5. Security &amp; Safety</li> <li>6. Employees Records</li> <li>7. Basic Treatment Protocols</li> <li>8. Cleanliness &amp; Hygiene</li> <li>9. Linen Up keep</li> <li>10. Repair &amp; Maintenance</li> <li>11. Staff Uniforms</li> <li>12. Equipment Safety</li> </ol>		

MINIMUM REQUIREMENTS FOR CLASSIFICATION OF FOOT REFLEXOLOGY CENTRE | 2010

NO	CRITERIA	SILVER	GOLD	PLATINUM
3.2	EMPLOYEE HANDBOOK	Provide basic document that covers policies and procedures of the Centre that include general safety and confidential information	Reflexology centre must provide basic employee handbook that covers: 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	
3.5	IN-HOUSE TRAINING GUIDELINES	All Categories: Provide a documented stipulating the in-house training guidelines of the reflexology centre		
4.	SCOPE OF PRACTICE	All Categories: 1. Treatment covers the whole of foot area including ankle, toes and calf only 2. Application of the treatment by the therapists should only be done using thumb and fingers only 3. Usage of tools and gadgets for the treatments are not allowed 4. No lotion, cream or oil are allowed in the treatment 5. No medical diagnosed or treatments are allowed		