



Spa Provider Handbook



Spa Service Touch Points

By viewing spa in a new way, we can demystify the spa experience, blurring the boundaries between hotel and spa, thereby encouraging guests who typically do not seek out spa to use it and experience treatments. We do this by understanding the guest. We are intuitive. We know them before we treat them and cater to their needs, no more, no less. The benefits of spa on one's health and well-being should be no mystery; at Golden Nugget Spa & Salon we take the mystery away with a simple approach to everything we do.

1. Arrival Ambience - At check-in, every guest is given an invitation to tour the spa. This tour highlights the spa amenities and spa procedures (e.g.) steam room, dry sauna, hot plunge, showers, lockers, and hampers.
2. Arrival Service - The ambience of the spa has been created now we need to ensure that the intuitive service level is delivered for the guest's experience. The greeting given when a guest enters the spa is culturally suitable and approachable. With an understanding of intuitive service spa team members will alter their greeting depending on the circumstance. As standard, every guest will be greeted by making eye contact, smiling, and giving a warm verbal greeting. The intention of this initial greeting is to be welcoming. The goal is not to immediately find out why the guest is here; it is to make the guest feel at ease.

For example, standard greeting scenarios include:

- Spa Coordinator is not serving another guest: "Hello", pause to see if the guest wants to interact.
 - Spa Coordinator is serving other guests: "Hello, please feel free to explore and we will be with you momentarily."
 - Spa Coordinator notices a guest is looking confused: Approach guest and take the lead, "Let me show you around."
3. The Treatment Journey -The spa experience is crafted not only through the menu but also with the guest treatment journey by providing guidance,



making the guest feel comfortable and assured that the spa is attuned to their needs. This is accomplished by:

- Pre-treatment - Our spa coordinators introduce themselves to our guest at the conclusion of spa tour. The tour provides an opportunity to introduce both the amenities and set expectations for our guest visit.
 - Therapists introduce themselves to the guest and quickly make the guest feel comfortable by engaging them in a conversation about the guest. Supporting the concept of “know me before you treat me”.
 - A signature touch is used to identify the beginning and end of each treatment.
 - Retail is introduced in the treatment room at the end of the treatment. The therapist records the recommended retail items on a homecare card. The guest is told that the therapist will put the personally selected items up front with the spa coordinators.
4. Guest Departure - Upon re-entering the spa front desk the guest is greeted by the spa coordinator who makes eye contact, smiles and gives a verbal greeting. In keeping with the understanding of intuitive service, spa coordinator alters their departure procedure depending on the circumstances. For example:
- Spa Coordinator is not serving another guest: “Hello, how was your treatment?” Pause to see if the guest wants to interact. If the guest wants to interact: “(Therapist name) prepared a few products for you to look at, let me show them to you.”
 - For regulars who have a retail prepared: “(Guest name), (Therapist name) recommended some retail items for you, would you like me to show them to you.”
 - For regulars that don’t have a retail prepared: “Hello, (Guest name), how was your treatment?” Continue interaction based on guest response.
 - If the guest has chosen not to interact and you notice the guest looks confused: Approach the guest and say. “May I help you find what you are looking for?”



General Spa Cleaning and Presentation

Objective: To ensure the spa is always clean and presentable.

Brand Standard: Cleaning must be conducted in accordance with local regulations and hotel/spa policy.

- Spa Cleaning and Presentation Procedure must be followed.
- Spa must be immaculately presented throughout spa hours.
- All surfaces are to be kept free of dust and debris and presented in an uncluttered manner.
- Furniture and fixtures are to be free of dents and scratches.
- Doors and windows are to be kept clean and dust free.
- Walkways are to be kept clear.
- Wall coverings and skirting boards are to be clean and free of scratches and dents.
- All lights are to be working properly with lighting fixture clean and dust free.
- General trash and recycling are to be disposed of in the proper receptacles.
- Food and beverage stations are to be kept hygienic and well always organized.
- Floors are to be cleaned daily and as required.
- The wet areas must be kept clean and hygienic according to manufacturers' instructions and Spa policy.
- Approved signature scent should be always present.
- Spa collateral, magazines and other publications will be in-date, clean and with no torn or curling pages.
- Assigned Spa and Treatment room decor must be present throughout the Spa and in accordance with spa guidelines.
- Linens must be changed after each use.
- Each guest must receive a clean robe, towel and pair of spa slippers.
- Bins must be emptied whenever they are near full and at the end of each business day.
- Work areas must be always clean.



- Approved disinfectant should be sprayed on all counters, shelves and doorknobs after each treatment.
- Chemical solutions in sanitizing equipment must be changed according to the manufacturer instructions.
- Implements/utensils must remain in approved disinfectant solution or in a dry sanitizer until they are used for treatment.
- Reusable implements/utensils must be sanitized after each use.
- Sanitized implements/utensils must be placed on a sanitary surface or in a sanitary container.
- Bowls, trays and similar items must be sanitized before and after every use.
- All appliances must be sanitized after each use by wiping the appliances with a cotton pad or cloth soaked in alcohol or sanitizing solution.
- Lotions, creams, oils and similar products must be kept in clean closed containers and removed using spatulas, not fingers.

Implements used for facials and nails may not be mixed with implements for other treatments.

Procedure: Any employee who sees any non-compliance of Spa Cleaning and Presentation Policy must address the situation immediately if they are not with a guest.

- If with a guest, and the non-compliance is potentially dangerous (e.g., if an item is blocking an emergency exit) they should attempt to excuse themselves from the guest and quickly act to resolve the non-compliance or bring the matter to the attention of another employee to act.
- If with a guest and the non-compliance is not dangerous, they should alert the appropriate persons and advise them of the situation via a non-disruptive mode of employee communication.



Repair and Maintenance

Objective: Ensure that all repairs and maintenance are conducted quickly and efficiently to keep the spa in good condition and fully operational.

Brand Standard:

- Items requiring maintenance must be reported and fixed as soon as possible, or as appropriate to ensure minimal disturbance to guests.
- Repairs and maintenance must be conducted in accordance with local regulations and hotel/spa policy.
- If the maintenance affects employees or guests, spa leadership must be notified in order to plan amendments to the schedules and procedures.
- Spa Leadership is to be notified when external assistance is required.
- Appropriate signage must be displayed indicating any potential risk to guests and employees. Handmade signs are not permitted at any time.
- If the situation is potentially dangerous, the area must be evacuated and secured to prevent guests or employees from entering the site. Emergency procedures are to be activated.
- A repair and maintenance form must be completed for each occurrence and submitted to a spa leadership.
- The repairs and maintenance procedure must be followed.

Procedure:

- Notify spa leadership of the maintenance work as needed by completing the employee suggestion/concern form in teams.



Basic Sanitation Guidelines

Spas are havens for health and wellness. Maintaining cleanliness standards that our guests expect and are required by law takes the effort of every member of our team. Each associate should continually be proactive in efforts to maintain a meticulously clean and inviting spa environment. Not only will strict adherence contribute to our goal of providing our guests with an exceptional experience, but it will also ensure the safety of both our guests and staff.

1. Walls, ceilings, floors, furniture, and equipment must be free from dust and debris.
2. Spa treatment tables, showers, steam rooms, toilets, shampoo bowls, sinks and service sinks must be thoroughly cleansed and sanitized daily.
3. Pedicure/manicure soaking units, hydrotherapy tubs, showers, wet treatment tables, etc., that guests come in direct contact with must be thoroughly cleaned and sanitized after each use.
4. After each use, towels, sheets, robes, etc. must be placed in a container until properly laundered.
5. The use of any article that is not properly cleansed and sanitized is prohibited.
6. All waste material must be removed daily. Garbage should be stored in a covered washable container and should not be left in the facility overnight.
7. Professional implements and tools should be cleansed thoroughly with soap and water and sanitized by using recommended disinfectants approved by the appropriate state agency.
8. Creams, lotions, and other cosmetics for use by guests must be kept in sanitary, closed containers.

Wet Disinfection Standards

1. All tools and implements, except those which come in contact with blood or bodily fluids, should be disinfected by complete immersion in any EPA registered, hospital grade, bacterial, viricidal and fungicidal disinfectant that is prepared and used according to the manufacturer's directions.



2. All tools which come in contact with blood or bodily fluids must be disinfected by complete immersion in any EPA registered, hospital grade and tuberculocidal disinfectant that is prepared and used according to the manufacturer's directions.

Dry Disinfection Standards

1. After thoroughly washing in detergent and warm water, items may be disinfected using ultra-violet ray exposures according to the ultra-violet equipment supplier's recommendations. Provided that the lamps are replaced, and dates of replacement recorded as indicated by test results.

Storage Standards

1. Disinfected implements should be stored in a disinfected, dry and covered container (any EPA-approved dry disinfectant may be used).



Spa Reservation Policy

A warm, relaxing, stress-free environment is not only what we strive to offer our external guests, but also the goal for our internal guests as well. A critical element to the success of our spa is our ability to work together as a team. If we are unable to work seamlessly together, our guest will be the first to notice. It will not only hurt the business of our spa but will affect your individual success in this industry. Following are some policies that we have put in place to help us avoid unnecessary contention:

1. Spa and Salon Providers may only be booked for services for which they are qualified to administer. In some cases, it is impossible to fairly book services if you are not qualified to perform all services. ***The coercion or manipulation of spa coordinators to alter or unfairly book services is not permitted and may result in disciplinary action, which could include termination.***
2. Spa and Salon Providers are not allowed to refuse or trade services unless they arrange to do so with another provider qualified to perform said service and receive approval from spa management. Guest requests cannot be moved or changed without a manager's approval.
3. Upgrades may only be made if they do not interfere with the schedule or the guest service itinerary. All upgrades/changes must be written on the enhancement card and given to the spa coordinators so payment can be collected.
4. It is the responsibility of spa leadership to ensure that the spa and salon appointments are booked evenly. To ensure fairness among all the spa and salon providers, spa leadership will look over the appointment book continuously throughout the day to ensure that the appointments have been evenly distributed.



Spa Gratuity

Gratuity is defined as “something given over and above what is due.” We must remember that a gratuity is a gift, not an obligation. By striving to always exceed our guest’s expectations, you will better position yourself as a recipient of these “gifts of gratitude.” Following are important standards to remember:

Gratuities are never to be solicited from the guest by the associates.

1. If a guest asks for a recommendation, 20% may be quoted as customary.
2. During the sale of gift certificates, the spa coordinators should ask the guest, as a courtesy to the recipient of the gift certificate, if they would like to include gratuities.
3. Cash gratuities exchanged in the treatment rooms are the responsibility of the individual.
4. Cash gratuities are to be placed in an envelope at the spa desk and into the lock box designated for tips.

Gratuities will be distributed two times weekly on Wednesday and Sunday. One member of spa leadership will always be present during the distribution of gratuities.



Massage Therapists- Enhancements/Upgrades

Many times, throughout the spa or salon treatment a guest will want to receive a different service than originally booked. The following steps must take place in order to eliminate any confusion regarding the price of the service.

1. Upgrades may only be made if they do not interfere with the schedule or the guest service itinerary.
2. You must inform the guest about the price of the upgrade before performing the service. "Ms. Smith based upon your goal for your session, would you be interested in adding Aromastone into your massage today for an additional \$30? I would highly recommend it to relax the tension in your muscles during your massage. "
3. You must receive verbal confirmation from the guest before adding it to the ticket.
4. At the end of the service present the guest their enhancement card with the type of upgrade and the price written legibly on the ticket.
5. Ask the guest to initial next to all upgrades and complete the guest portion at the bottom of the ticket.
6. Give the ticket to the spa coordinator so the enhancement can be added to the guest's final bill.



Book Balancing Policy

Purpose: This policy was created to establish the best practice for Book Balancing within the spa and salon environment. All possible efforts will be made to balance walk-in clientele based on availability at the time guests would like to have their services performed. Management reserves the right to operate and book appointments outside of these guidelines to accommodate guest requests.

Procedure: The following is a priority for book balancing purposes:

- 1. Our Guests needs come first in all decisions.**
2. Highest seniority books the first appointment. Seniority is established according to hire date and is not impacted by full time or part time status.
3. Spasoft/Book4Time books in left to right fashion and determines next in line to book appointments based on seniority.
4. Any blocks that a Service Provider is unable to take Walk-in appointments shall count in the rotation. For example, a friend and family treatment would count in the rotation.
5. Schedules may not be adjusted to balance books (e.g.), Sharon's scheduled shift time is from 10am-6pm, Jake's schedule is from 10am-7pm. Sharon may not extend her schedule until 7pm to balance the 6pm appointment to Jake.
6. Unpaid no-shows do NOT count in the rotation as the provider would not be paid for the treatment in this instance.
7. No-shows may not be moved to another provider for the purpose of book balancing.
8. Enhancements do not count in the book balancing.



- a. Ex. Sharon is booked a 50-minute facial, she upgrades her guest to an 80-minute facial. Sharon's treatment time when figuring her place in rotation will reflect the 50-minute treatment originally reserved.
9. Referrals do count in the book balancing and appointment notes should be added to reflect the referral was made.
10. Requests do count in the book balancing.
11. What constitutes an enhancement: All upgrades are considered to be enhancements if the guest receives a service other than that which they were booked for, and it is of a higher value.
12. What constitutes a request: All requests must ask for the Service Provider by name when booking the appointment. If the guest is a regular request and is obviously booked on someone else in error the spa coordinator would contact the guest to clarify if they had a preference of who performs their service.
13. What constitutes a referral: A referral must be accompanied by a Note made on the guest profile indicating who referred the guest to the provider.
14. All balancing will be performed no later than 10 minutes before the start of the next hour's appointments.
15. Balancing will be performed by leads and spa leadership ONLY.
 - a. The leads, and/or spa leadership will look at the books and determine who should be getting the next appointments. Questions regarding balancing should be addressed with spa leadership.
16. This process will proceed every hour until the end of the day.
17. Management reserves all rights to modify this Policy based on the Needs of the Guest or for the purpose of business demands.



Shift Trade

When provider trades a shift, they will be scheduled in accordance with the policy above. The provider will be balanced according to seniority during their scheduled shift.

Overflow Shift Pick-up

What constitutes an overflow shift pick-up: An overflow shift pick-up occurs when (1) a provider is called by spa leadership and asked by spa leadership to be added to the schedule due to high business demand. (2) A provider calls spa leadership and asks/requests to be added to the schedule due to high business demand.

- For an overflow shift pick-up providers will not be balanced in the books according to seniority but rather they will be scheduled overflow services and walk-in treatments as they become available.

On-call shift

What constitutes an on-call shift: An on-call shift is a shift that is scheduled as on-call.

- When the provider is called for their scheduled on-call shift, they will be scheduled in accordance with the book balancing policy above. The provider will be balanced according to seniority during their scheduled shift.

Dual Therapist

When balancing a dual provider, they will be booked according to seniority for their primary position. All secondary treatments will be reserved and scheduled as an overflow service.



What constitutes a Dual Therapist: A dual therapist is a provider who has more than one state license or one state license that allows them to provide modalities other than their primary position.

- For example:
 - Susan is a licensed cosmetologist, and her primary position is manicurist. Under her cosmetology license Susan can perform nail care services, body care treatments, hair services and facials. When balancing Susan her primary treatments will be manicurist and she will be able to pick up secondary services (hair, facials, and body treatments) on an overflow basis.
 - Maci was hired as a manicurist; her primary position is nail technician. Maci is also a licensed massage therapist. When balancing Maci her primary treatments will be nail care treatments and she will be able to pick up secondary services (massages and body treatments) on an overflow basis.



Massage Therapists – Receiving the Guest into the Treatment Room

Objective: To ensure the guests are welcomed professionally, taken to the allocated treatment room and settled in with the relevant instructions.

Brand Standards:

- The therapist conducting the treatment is to receive the guest.
- The guest is greeted warmly using the guest's name.
- The therapist introduces him/herself by name.
- Spa Treatments are to begin and end at the scheduled time.

Procedure:

- Check the appointment schedule for the treatment type and treatment room/station allocated.
- Check to see if the guest is scheduled for any additional treatments following yours.
- Retrieve the guest profile.
- Prepare the treatment room according to the requirements of the treatment and ensure it is ready for the guest.
- Review the guest profile for information relating to the treatment including potential contradictions and to identify the guest's full name and relevant personal information.
- When collecting the guest from the lounge, softly call out the guest's name. Approach guest and introduce yourself by saying, "(guest name). I'm (your name) and I will be your therapist for today. Are you ready to begin your treatment?" If ready, escort the guest to the treatment area.
- Before leaving the lounge, provide the guest a gentle reminder to turn their mobile phone to silent if they have one. If they do, stop and wait with the guest while they adjust their phone.



- Escort the guest to the allocated treatment room, during which time you will engage the guest in light conversation helping them to relax and connect with you. Any additional relevant data is to be recorded on the guest profile. Conversation is to focus on learning more about the guest, supporting Golden Nugget Spa & Salon philosophy of “know me before you treat me”. Suggested conversation includes:
 - Are you visiting the hotel for work or leisure?
 - Has it been a long time since you last had a spa treatment?
 - What motivated you to visit us today?
- Discuss any relevant items from the guest profile, identify if there are any areas of concern, or any areas that the guest would like you to focus on particularly with massage.
- Once the guest is in the treatment room, if you are not sure, ask the guest if they have had this treatment before.
- If not, briefly explain the treatment procedure and benefits to the guest.
- Once in the treatment area, if the guest has any jewelry inform the guest that they can store their jewelry in the jewelry bowl provided.
- Remove, pull back and adjust any towels/linens accordingly so that the guest can lie on the treatment table.
- Leave the room whilst the guests settle themselves on the treatment table. Advise the guest to place their robe on the robe hook and to lie under the covers.
- Check that the lighting, room temperature and music are at suitable levels for the guest, adjust if required.
- Always follow proper draping techniques.
- Proceed with treatment in accordance with treatment protocol training.
- As appropriate, help the guest to be more comfortable (e.g., adjust their position, linens, pillows, music, lighting, etc.) throughout the duration of the treatment.



Treatment First Touch

Objective: To ensure a standard procedure for beginning all treatments is performed by all therapists.

Brand Standard:

- The therapist conducting the treatment is to perform the signature touch at the beginning of every treatment.
- To be performed for all spa treatments.

Procedure:

- The signature touch is the application of an essential oil blend that represents the benefit state. The oil is applied with an inhalation technique.
- The therapist positions their hands above or below the guest's nose and asks them to "please take a deep breath".
- As the oil is inhaled the therapist introduces why they are performing this gesture. The explanation must always relate to the benefit state and how the oil will enhance the benefit for the guest. For example:
 - "I have chosen **Calm** oil to help ease everyday stress and tensions or I have chosen **Calm** oil to help the body and mind to unwind".



Treatment Last Touch

Objective: To ensure a standard procedure for ending all treatments is performed by all therapists.

Brand Standard:

- The therapist conducting the treatment is to perform the signature touch at the end of every treatment.
- To be performed for all spa treatments.

Procedure:

- To signify that the treatment has ended, the therapist gently taps the tuning fork three times (once by the feet, once by the sacrum, once by the crown chakra) before applying contact to the temples. While circling the temples the therapist says a culturally suitable phrase to thank the guest and conclude the treatment.
- For example, "Thank you, <Guest name>, I have just completed your (spa treatment performed)"
- Advise the guest to be careful sitting up and getting to the table. Appropriately lower the treatment table for the guest to ease in the transition. Advise the guest that you will be waiting outside the door with a bottle of water.



Escorting the Guest from the Treatment Room

Objective: Ensure a smooth transition between the end of the treatment(s) and the relaxation area or departure space.

Brand Standards:

- The therapist conducting the treatment is to escort the guest to a relaxation area.
- Beverages and snacks will be offered and brought to the guest when appropriate.
- The guests will be thanked for spending time at the Spa and advised that they may relax as long as they wish.
- A retail prescription card will be shown to the guest and the guest will be informed about where to find their customized retail selection upon departing the spa.

Procedures:

- When the treatment is completed, the therapist will conduct the Treatment Last Touch. If the guest is sleeping wait a few minutes and then say their name again and inquire, "How do you feel?" Allow the guest to slowly wake up.
- Ask, "How did you enjoy the treatment?"
 - If they answer positively, say, "Thank you very much."
 - If they answer negatively, say, "I'm sorry." Ascertain what they didn't like about the treatment and if applicable suggest an alternate treatment for them to try next time. Make a note of the comments in the guest profile and say, "I will make sure that your comments are noted for your next visit." Inform lead spa coordinator or spa management of the guest comments.
- Whilst the guest reclines on the treatment bed. The therapist provides them with an explanation of the suggested retail items that will complement the treatment experience, and hand the guest a prescription card with the items clearly marked.



- At this time the therapist explains, “I have marked on this card some items that I think would be beneficial to you. I will place them in the experiential retail area for you to look at.”
- Then the therapist offers advice on frequency of treatments or any other treatments that may be suitable for the guest, giving details of the benefits and relating them specifically to the guest’s needs. Discuss any questions the guest may have and offer appropriate advice.
- Assist the guest to sit up by raising the bed, always inform the guest that you are going to do this, so it does not startle them. Lower the bed to a suitable height so that when the guest swings their legs off the bed their feet are near the floor. If the guest is lying down offer to assist them with sitting up by asking, “May I assist you as you sit up?” If they agree, ensure the guest is wrapped in towels or sheets to protect their privacy and support the guest’s back as they sit up.
- Remove their robe/spa apparel from behind the door and place it over their legs.
- Place the guest slippers on the bath matt.
- The therapist leaves the room for the guest to re-dress or put back on their robe.
- As the therapist leaves the room, they give a gentle reminder for the guest to collect their jewelry or other personal belongings.
- If the guest does not have another treatment, escort them to the relaxation room.
- The therapist will escort the guest into the relaxation room and guide them to an available chair. Invite the guest to extend their day by saying, “If you have the time, I suggest that you spend a while here to relax, please stay for as long as you would like”. The therapist explains that beverages are available at the hospitality station and offers to provide suitable refreshment.
- Ask if you can assist them further and advise them that when they are ready to depart the spa attendant will take care of them.
- If the guest is scheduled for an additional treatment(s), introduce them to their next therapist, if applicable. Inform the guest of the next action, i.e., “your next



therapist is (Therapist name)", "(Guest Name) and they will be performing your (treatment)."

- If applicable, notify the next therapist that the guest is ready.
- Therapist to make relevant notes on the client record noting any products or treatments the guest intends to or may buy.
- If the therapist has time, they are to go to the experiential retail area and place retail product at the front desk, making sure to provide the coordinators with the guest's name and homecare card.
- If the therapist's next guest is waiting, then the spa coordinator is to retrieve the retail recommendation.
- The therapist is to share with lead spa coordinator or spa management any complaints made.
- Notify the spa coordinator of any changes to the scheduled treatments.



Draping Techniques

Objective: To ensure that guests are covered professionally throughout the treatment, ensuring guest comfort.

Brand Standards:

- Draping is important to set up professional boundaries and ensure privacy for the client.
- Proper draping will be always used.
- Only the body part being worked on is to be uncovered, with breasts and genital regions to be always covered.

Procedure:

General

- All guests will be covered with a top sheet.
- Women's breasts will never be uncovered or massaged.
- Re drape each area before moving on to the next
- Draping will be done seamlessly, in an efficient manner, avoiding invasive movements.
- Never lower these draping standards at the request of the guest.
- Ask women wearing a one-piece bathing suit with straps if she is comfortable slipping her arms out of the straps to perform the treatment on her back.

Undraping the back

- Uncover to the superior edge of the sacrum and tuck the sheet at the fold along the hip area.
- Place the client's hand on top of the sheet to anchor the sheet in place.
- Only uncover the gluteal muscles when working on them. Do this by using one hand to anchor the sheet at the sacrum. Take the edge of the sheet from the hip area of the side you are working on, fold it back at an angle to uncover the hip and gluteal muscles.
- Do not expose the genitals or the midline of the area inferior to the sacrum.



- Anchor the sheet as you work on the gluteal, lower back, and hip rotator muscles.

Undraping the lower limbs when guest is prone

- Tuck the sheet under the leg that is to be worked on by lifting the leg slightly and securing the sheet under the client's leg.
- Roll or gather the sheet, exposing the posterior limb and buttock area to be worked, and tuck in midway between the back of the knee and the gluteal fold.

Turning a guest

- Stand at one side of the guest anchoring the sheet or towel between you and the treatment table.
- Lift the sheet or towel enough to give the guest room to turn - as in a tent.
- Look towards the feet of the guest until they are in position and then lower the sheet or towel over them.
- If there are mirrors in the treatment room the Therapist should turn their back to the mirror to ensure that the guest's privacy is maintained.
- When performing a couple's massage ensure the other therapist can't accidentally view the guest as they are getting into position.

Draping the chest and uncovering the abdomen

- Ask for permission before performing any abdomen work.
- For women cover the bust before exposing the abdomen
- Uncover the abdomen by folding the sheet down to the hip bone.
- Do not expose the abdomen below the inferior hip bone.

To work the pectorals muscles on a female client

- Ensure the breasts are sufficiently draped.
- Fold the sheet over so that the superior edge of the pectoralis major muscle is exposed.
- Working the entire pectoralis muscle is not appropriate.

Draping the anterior lower limbs



- Follow guidelines for uncovering the leg in the prone position.
- Do not uncover the hip bone as this may expose the genital region.
- When working the leg in figure 4 position, ensure the sheet is tucked securely under the leg being worked on and anchored on the lateral side of the client's leg.
- If a range of motion stretches is included in the treatment, use draping techniques that ensure the genital area will not be exposed.
- Tuck the sheet using a diaper draping technique.
- Gather enough of the sheet to wrap under the hip area with excess to be held by the guest or anchored securely.

When working and stretching the upper limbs

- Ensure the breast tissue is always covered.
- Secure the sheet in a manner that keeps breasts from being exposed when stretches are performed.



Spa Guest Amenities

Objective: The spa provides amenities to enhance our guest's experience.

Brand Standards:

- Amenities provided in the spa and salon are for guest use only.
- This includes all food, beverages, products, services and tools.
- Anyone observed using/consuming guest amenities will be subject to progressive discipline.



Spa Treatment Protocols

Objective: Treatment protocols have been established and trained to provide a consistent experience to all our guests.

Brand Standards:

- All treatment protocols must be followed unless expressly communicated by the spa management.
- This includes products used, steps, sequence and set-up.

Procedures:

- The only products that are permitted are those purchased by the spa. No other products are allowed. Anyone caught with unapproved products will be subject to dissimilar action.
- To ensure that all protocols are being followed, for all treatments, staff members will be shopped (unannounced). If at any time the protocol trained is not being followed, you are subject to disciplinary action and mandatory re-training.



Spa Discounts

Objective: Discounts are offered to current and potential guests to drive business and increase spa awareness.

Brand Standard:

- The provider's commission will be paid based off the treatment price charged to the guest.
- Discounts include but are not limited to:
 - 24K Discount
 - Local and Plaza Guest Discount(s) (30%)
 - Promotional Discounts (varies) these may include discounts, upgrades and additional services.
- The following discounts will not impact the provider's commission rate:
 - 55% Executive Discount



Room Standards

Objective: Ensure that all treatment rooms are set up in accordance with brand standards.

Brand Standard:

- The treatment room meets standard (room décor and enhancement tray).
- Lighting is dimmed prior to guest arrival.
- Music playing softly on treatment room default.

Procedure:

- If a heat system is available, the treatment table is pre-warmed to medium setting.
- Bed is set up as per standards – table warmer, fitted protector, (2) sheets and large body towel.
- Towel and sheet are folded back to spa standard.
- Face cradle is covered with a face cradle cover.
- The back of the bed is inclined 30 degrees and the knee section is raised slightly.
- Contour pillows for legs, back and general guest comfort are easily available.
- The bathmat is placed on the floor beside the table.

Treatment Preparation:

- Specialty lighting set to medium.
- Tissues
- Filled hand soap dispenser on vanity unit.
- Dry and moist warmed towels, warmed bottles of massage oils and lotions for guest arranged in hot towel cabinet. (3 Hand towels per session)
- Products for specific treatments arranged on the counter.
- Hand and face towels arranged in hot towel cabinet.
- Display of enhancements, applicable to add-on to session, on decorative tray.



- Digital clock.

Storage:

- Specific treatment products in cupboard labeled for treatment type (estheticians).
- Liquid disinfectant.
- Cleaning supplies as needed.
- Prescription form.
- Waste bin.

Linens:

- To be stored in an organized manner throughout the treatment room:
 - Sheets
 - Body towels.
 - Face cradle covers.
 - Draping towels.
 - Hand towels.
 - Bathmats.
 - At the end of shift all items used during employee shift are to be replaced and all linens are to be replenished to established par levels.

Treatment Room Linen Par Level:

- To be stored in an organized manner and labeled throughout the treatment room:
 - (16) Sheets
 - (8) Body towels.
 - (8) Face cradle covers.
 - (24) Hand towels.
 - (8) Bathmats.
 - At the end of shift all items used during employee shift are to be replaced and all linens are to be replenished to established par levels.



Massage Treatment Room Supplies:

- To be stored in an organized manner and labeled throughout the treatment room:
 - (1) Massage Bottle of Lotion & (1) Massage Bottle of Oil
 - (4) Himalayan Salt Stone
 - (1) Set of Ceramic Hot Stones
 - (2) Hot Stone Charge Packets
 - (1) Large Towel Warmer (on the floor)
 - (1) Inhalation Oil
 - (1) Chakra Tuning Set for treatment closing
 - (1) set of aromatherapy oils

Esthetic Treatment Room Supplies:

- To be stored in an organized manner and labeled throughout the treatment room:
 - (1) Box of Gloves
 - (1 pack) 4x4
 - (2 packs) Cotton Rounds
 - (8) Sponges
 - (1) Cryo Globe Set
 - (1) Large Towel Warmer (on the floor)
 - (3 of each) Collagen Eye Mask and Foreo Mask,
 - (2) rubber bowls
 - (1) Extractor Tool and Tweezer
 - (3) Fan Brushes & Spatulas
 - (1) Tanning Goggles for Mag lamp



Inappropriate Conduct

In order to maintain our professional reputation as a spa facility and your personal integrity as a therapist, the following rules must be adhered to:

Guest conduct

- If a guest begins to display inappropriate behavior during a treatment (this includes gestures, words, actions, etc.), inform the guest that his/her behavior is not appropriate, and that the treatment will end if it continues.
- If behavior continues, inform the guest that you will be ending the treatment and are stepping out to get your manager.
- Locate the manager immediately. They will escort your client back to the spa and answer any questions they may have.

Therapist conduct

- At no time is it acceptable to give a guest your personal information (phone number, address, etc.) to initiate a relationship outside of your work environment.
- Spa staff members are not permitted to visit a guest's room or meet a guest socially after their treatment.



Guest Complaints

In order to maintain great services and feedback to the massage therapists, the following actions will be taken.

Complaints

- All complaints are investigated before a decision is made regarding the outcome.
- All complaints are logged.
- If a service complaint is brought to management's attention (via guest complaint or comment card) regarding a service provider, the following will occur:
 - 1st Occurrence: Note to File
 - 2nd Occurrence: Note to File/Coaching Session
 - 3rd Occurrence: Verbal Warning*/Coaching Session
 - 4th Occurrence: Written Warning*/Coaching Session
 - 5th Occurrence: Written Warning*/Coaching Session
 - 6th Occurrence: 1 Day Suspension*/Coaching Session
 - 7th Occurrence: 3 Day Suspension*/Coaching Session
 - 8th Occurrence: Termination*/Coaching Session

Manager Comps

- If a guest complaint results in a manager comp, your service commission will be affected.



Appropriate Conversation

Our guests have come to the spa to relax and enjoy their time. It is important not to discuss any inappropriate topics and to let the guest determine the amount of conversation during their treatment/service.

Appropriate Topics

- Las Vegas Information (restaurants, shows, nightclubs). Always remember to highlight our property when giving suggestions.
- Reason for their trip to Las Vegas
- Where they are from
- How often do they visit a spa/salon.
- Products and treatments

Inappropriate Topics

- What you did last night
- How much you dislike your co-worker/manager.
- How slow business has been.
- Your financial affairs
- Personal business of any kind (sick relatives, stressed out because you are moving, just got over the flu, etc.)

The guest determines the amount of conversation that is appropriate during a treatment or service. Pay close attention to verbal and non-verbal clues that they would like to end the conversation.



Intoxicated Guests

It is our responsibility to ensure the well-being and safety of our guests.

- At no time should an intoxicated person have a spa or salon service, workout or use the spa facility.
- If at any time during the check-in process you feel the guest may be intoxicated, excuse yourself for a brief moment and speak with spa management.
- At no time should you make the decision to deny service to any guest without management's involvement.
- Alcohol is not permitted in the spa and fitness center.



Lost and Found

In the event that any property is recovered please follow the steps below:

- Place item(s) in an envelope and mark clearly the time, date and location that the items were recovered. Print your name and employee# on the front of the envelope.
- Bring items to the front desk. At the end of the night, if the items are not claimed, the front desk staff will turn in the item(s) to lost and found.
- At no time should items be “held” for the next time you will see a guest.
- If the items are not retrieved in a certain timeframe, the property will be available for you to claim.
- If a guest calls and claims to be missing an item that we have not recovered, please ask where they think they left the items, for a brief description of the item and obtain their name and the best number they can be reached on. Forward all the information immediately to a member of management.



Personal Calls

To maintain a professional atmosphere, personal calls during shift are limited to break time and emergency situations.

- Cell phones are never permitted at your workstation or in guest areas.
- Anyone observed using or having a cellular phone at their workstation is subject to disciplinary action.
- Personal calls are permitted at your designated break time.
- The manager on duty must be made aware of emergency situations that would require you to receive personal calls at any other time.
- The courtesy phone in the back is not available during your designated shift for personal calls. No other phones should be used in the spa for personal use.



Appearance Standards

Part of your responsibility is to be well groomed and always dressed appropriately. This includes wearing proper uniform, name badge, shoes, and accessories. Always present a professional attitude and appearance.

PROCEDURES

- Employees will maintain a neat, well-groomed appearance always.
- Hair
 - Hair must be clean and worn in a natural style. Hair must not cover the eyes or name badge. Hair accessories must be professional and complement the uniform.
 - Men's hair must be kept neat and trimmed and no longer than the bottom of their shirt collar.
 - Women's hair must not fall forward over their face while working. Hair is to be natural in color. Extreme or unusual hair styles or colors are not acceptable.
 - If hair is longer than shoulder length, hair must be completely pulled into a ponytail. Hair must be pulled back to prevent strays falling into refreshments or hair falling into soiled linen.
- Grooming and Make-up
 - Your body must be free of offensive or overbearing odors. Perfume and cologne are not permitted in the work area.
 - Hands and fingernails must be clean and well-manicured. Nails must look professional with no extreme colors and no nail charms or nail art. Nail length is not to exceed ¼ inch past the nail bed.
- Standards of Dress
 - Remember that you always represent The Golden Nugget Spa and Salon when you are in uniform. A uniform appearance, before and after your



shift, or while leaving and returning to public areas from your breaks, should always reflect our professional standards.

- Uniformed employees must wear their assigned uniforms. Uniforms must be neat, clean, well pressed and fit properly. Shoes worn with your uniform should be clean, well-polished, present a professional image, and conform to safety standards for your department.
- Earrings that complement the uniform and are no larger than 1 inch are appropriate for females only. Men are not permitted to wear earrings at work. Only one earring is allowed in each ear and must be worn in the lobe.
- Body piercings other than women's earrings are not permitted to be visible.
- Necklaces are not permitted. No ankle bracelets are permitted.
- One watch is permitted. One bracelet is permitted. One ring is permitted on each hand.
- No pins should be worn on the uniform unless issued by The Golden Nugget or The Spa and Salon at the Golden Nugget.
- Barrettes and headbands (less than 1" thick) are acceptable.
- Name badges are mandatory and must be in good condition. They are to be worn on the right lapel of the uniform. No stickers are to be worn on the name badges.
- Proper posture must be always maintained.



- Always stand upright, no slouching, or leaning while on the front desk. Always face our lobby and our guests. NEVER turn your back on the guest.
- Smile. Be aware that it is the employee's responsibility to arrive on time and ready to begin work both with a proper attitude and appearance.
- Failure to meet these appearance standards when you arrive to clock-in, no exceptions will be tolerated, results in disciplinary action.

Acknowledgement of Appearance and Standards

I _____ acknowledge that I have received and will adhere to the guidelines set forth in this Appearance and Standards requirement. I also understand that failure to abide by the standards listed will result in progressive disciplinary action.

Signature

Date



Acknowledgement of Receipt of Spa Duties and Responsibilities

I _____ acknowledge that I have received and will adhere to the items listed in (this) Spa duties and responsibilities manual. Also, understanding that failure to follow said policies and/or procedures will result in disciplinary action.

Signature

Date



Hotel Office Policy use and Disclosure of Confidential information

As a condition to the continued employment of all directors, officers, managers, employees and representatives of The Golden Nugget Casino ("the company") each employee or director is prohibited, except as required by law or as specifically authorized by the company, as stated in handbook from:

"During the term of their employment and thereafter, disclosing directly or indirectly, to anyone outside the company or unauthorized personnel within the Company, confidential, proprietary or trade secret information concerning the Company which has not been disclosed by the Company to the general public"

In Addition:

- Employees must not disclose the contents, or any part, or any telephone conversation or fax transmittal addressed to another sender without the permission of the sender, or willfully alter the purpose, effect or meaning of any such message. Both parties in a telephone conversation are considered senders.
- Employees must not use any information, derived from any private message passing through their hands addressed to another person, or in any other manner acquired as an employee of the company.
- Employees must not divulge the fact or nature of any message, except as required for the handling them properly, or with permission or sender.
- Employees must not disclose any information presented to them from customers, executives or departmental managers.
- Supervisory positions must not disclose any information concerning management decisions to any staff without management's authorization.

Information of the type described above proprietary to the Company and critical to its success. These examples are not intended as an exhausted cataloging of confidential information. Any questions as to whether a proposed use or disclosure or information violates this policy should be referred promptly to the Directors office.



Strict compliance with this policy is required. Persons who do not comply are subject to disciplinary action or possible dismissal. If disclosure takes place after you leave the company, it is the company's policy to seek both injunctive relief and damages from the former employee disclosing the confidential information.

I, _____ (print name) do hereby certify that I have read, understand, and will comply with The Golden Nugget Casino's policy on Use and Disclosure of Confidential Information.

Date: _____ Title: _____

Signature: _____