

**+1**  
fitness

## LUXURY SPA



**Luxury properties and hotels depend on Plus One for their fitness center and spa management needs because we have decades of experience delivering 5-Star Customer Service.**

We provide extensive management capabilities crucial to the luxury spa environment including massage professionals, pool management, esthetic services, and front desk systems.

### Customer Service Training

Extensive customer service and front desk training is mandatory for our entire luxury spa team. This includes an arduous phone test and a stringent, written Products Knowledge Test. We provide ongoing training and use Plus One's Competency Checklist to perform regular staff evaluations.

### Full Time Management Support

We provide a Weekend Manager and Officer on Duty program to ensure seamless service delivery, even on the weekends and holidays.

### Technical Training

Body treatments and protocols change with industry developments. Whether it's stone massage techniques or the selection of tonal music for relaxation, our spa professionals are taught the proper skills to get the job done.

### Quality Assurance

Our management is experienced in preparing for mystery shoppers and Radigan, Ritchie, and AAA inspectors. We consistently score highly on these reports.

### Grooming Standards

Hotels recognize the importance of first impressions. Our selection of spa professionals and their orientation to luxury properties ensures they are immaculately groomed and understand Front of House presentation.

### Financial Performance

We hold costs down with fixed salary pay to therapists so you incur cost only when treatments are delivered. We further keep costs under control by assuming staff recruitment responsibilities and by offering decreased hourly rates for specialized industry professionals. At the same time, we maximize sales with pre-tested sales scripts and by eliminating appointment regrets.

### Fitness Center Programs

By providing you with Plus One's Gold Standard personal training programs, delivered to guests and members at additional fees, we maximize both profits and customer satisfaction.

### Plus One Spa Extras

We perfect treatment choreography with our time tested methods and enhance your customers' spa experience by paying attention to details, remembering that the little extras differentiate us from the competition.