



## **SPA THERAPIST CODE OF CONDUCT AND ETHICS**

Every spa therapist employed by the Brass Rose is expected to perform in accordance with the Brass Rose Code of Conduct and Ethics.

### **PROFESSIONALISM**

The client has a right to expect the highest level of professionalism from staff. Every spa therapist shall:

- Hold a current, valid permit, license or certification issued by the appropriate state agency which regulates their professional practice
- Always appear in accordance with the Brass Rose Dress Code, including the proper uniform, properly coiffed, with an appropriate level of makeup
- Always conduct services in accordance with Brass Rose protocols, procedures and policies
- Always refrain from the use of any mind altering drugs, alcohol or intoxicants prior to entering the Brass Rose premises and for the entire duration of the time spent on the premises
- Never instigate or tolerate any sexual advance or nuance while acting in the capacity of a spa therapist
- Always cooperate with and respect peers and co-workers
- Respect and support the mission, philosophy and policies of the Brass Rose
- Always project and promote a positive image with respect to themselves, their profession and the Brass Rose
- Always report to work on time and in accordance with scheduled work hours
- Always conduct their behavior and tone of voice in a calm, subdued manner which is consistent with a serene environment and spa setting
- Participate in all staff meetings
- Participate in all Brass Rose in-house or off-site education and training programs
- Pursue independent continuing education in their professional field
- Maintain the esthetics, cleanliness and sanitation of work stations and treatment rooms
- Support the philanthropic and charitable activities of the Brass Rose

## **CLIENT INTERACTION AND EXPECTATIONS**

Every client has a right to a serene and nurturing spa experience at the Brass Rose. Every spa therapist shall:

- Respect the right of the client to be protected from outside disturbances or intrusions into their spa experience
- Protect the client from seeing “behind the scenes”, maintenance and clean up procedures
- Protect the client from seeing staff social gatherings or congregations
- Protect the client from hearing personal or non-business conversation between and amongst staff
- Never gossip, reveal personal information, or reveal Brass Rose business information to the client
- Always be empathic, positive, nurturing and informative in discussions with the client
- Always keep client information confidential
- Always be warm and welcoming to clients
- Always limit conversations with the client to that which relates to their comfort level, spa services, products or information they need

## **SPA THERAPIES AND TREATMENTS**

Every client has a right to the highest quality spa service or treatment. Every spa therapist shall:

- Perform every service with good intentions, good heart, and utmost skill
- Never perform any service or treatment for which they have not received training and certification by the Brass Rose
- Never perform any service or treatment that falls outside their scope of practice as defined by the state permit, license or certification
- Always provide the client with information regarding the treatment protocols before the service begins
- Always determine if the client has any special needs or concerns before the service begins
- Always determine if the therapy or treatment is contraindicated for the client before the service begins
- Always inform the client as to how to communicate any discomfort during the service
- Always protect the right of the client right to privacy and utmost modesty during the services
- Always assist the client to transition from the ambience and serenity of the service to the spa lounge
- Always provide the client with a recommendation as to products they need to use and activities they need to follow at home to address the issues elicited during the treatment
- Always thank the client for allowing you to perform the service for them



**POLICY**  
**CLIENT COMPLAINTS**  
**CLIENT COMPLIMENTS**

**CLIENT COMPLIMENTS:**

Please make every effort to document client compliments for both the technical staff and the support staff. Everyone enjoys and **deserves** positive feed back on their hard work and efforts.

1. Ask the client if they would like to fill out the compliment form
2. Offer to document the compliment for them
3. Forward the completed compliment form to the owner for her review and distribution to staff.

**CLIENT COMPLAINTS:**

A client complaint is defined as follows:

1. The client verbalizes dissatisfaction or an issue
2. Any time we have to re-do part or all of a service
3. Any time we have to discount a service
4. Any time we have to give the client a complimentary service or product

A client complaint form **must** be filled out under the following circumstances:

1. The client makes a negative or less than favorable comment about a service, member of the staff, or their experience at The Brass Rose
2. If a client requests not to be booked with a particular staff person (try to ascertain the reason)
3. If a client reports an issue with the results of a service. For example, nail polish came off, hair color isn't right, hair cut is uneven, massage was too light, broke out in a rash, etc.

When a complaint is registered:

1. Tell the client that you are sorry for their discomfort
2. Immediately offer to have them speak to the manager on duty
3. Tell the client that you are documenting the complaint in writing
4. Immediately inform the manager on duty that a client needs their attention
5. Do not put the client in contact with the staff person(s) involved in the issue
6. Document the clients' statement and remarks on the complaint form
7. Document, in the client notes, that the client registered a complaint.

**CLIENT COMPLAINT COMPENSATION & RESOLUTION:**

1. No compensation, discount, or re-do of a service is permitted without authorization from the manager on duty.
2. The only valid authorization to compensate a client is the documentation on the client complaint form. Specifically, the complaint resolution will be documented, on the bottom of the form, by the owner, spa director, vice president or support team leader.
3. Forward all completed client complaint forms to the owner for final administrative review & disposition
4. Forward all client compliment forms to the manager on duty for review and comments

**CLIENT COMPLIMENT REPORT**

REPORT DATE \_\_\_\_\_ PERSON COMPLETING REPORT \_\_\_\_\_

CLIENT NAME: \_\_\_\_\_

**SERVICE**

**STAFF NAME**

MASSAGE

\_\_\_\_\_

BODY TREATMENT

\_\_\_\_\_

FACIAL

\_\_\_\_\_

MANICURE

\_\_\_\_\_

PEDICURE

\_\_\_\_\_

HAIR

\_\_\_\_\_

MAKEUP

\_\_\_\_\_

WAXING

\_\_\_\_\_

**SUPPORT**

**STAFF NAME**

BOOKING

\_\_\_\_\_

DESK

\_\_\_\_\_

SPA ESCORT/CONCIERGE

\_\_\_\_\_

MANAGEMENT

\_\_\_\_\_

CLIENT COMMENTS/REMARKS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SUPERVISOR FEEDBACK:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COPY GIVEN TO EMPLOYEE \_\_\_ / \_\_\_ / \_\_\_

# CLIENT CONCERN REPORT

REPORT DATE \_\_\_\_\_ PERSON COMPLETING REPORT \_\_\_\_\_

DATE OF SERVICE/INCIDENT \_\_\_\_\_ CLIENT NAME \_\_\_\_\_

CLIENT REQUESTS A CALL FROM OWNER MANAGER TECHNICIAN  
*(technicians are not allowed to call clients directly, without permission from their supervisor)*  
*(if a client calls to speak to a technician, take the message and give it to the manager on duty)*

PHONE # WHERE CLIENT CAN BE REACHED \_\_\_\_\_

## ACTION TO BE TAKEN BY PERSON TAKING THIS REPORT:

- \*IF CLIENT IS IN THE BUILDING OR ON THE PHONE, **IMMEDIATELY** NOTIFY THE MANAGER ON DUTY.
- \*THEY WILL EITHER TALK TO THE CLIENT OR TAKE THE CALL.
- \*PRINT OUT THE TRAVEL CARD AND ATTACH IT

## **COMPLETE THE APPROPRIATE SECTION**

### ( )SERVICE PERFORMED CONCERN

SERVICE PERFORMED \_\_\_\_\_ DATE \_\_\_/\_\_\_/\_\_\_ TECHNICIAN \_\_\_\_\_

- UNHAPPY OR CONCERNED WITH SERVICE OUTCOME (POLISH CHIP, UNEVEN CUT, ETC)
- PROBLEM WITH PRODUCTS USED IN THE SERVICE (RASH, BURN, ETC)
- PROBLEM WITH EQUIPMENT USED IN THE SERVICE (MALFUNCTION, ETC)
- CLIENT REQUESTS NOT TO BE BOOKED WITH TECHNICIAN
- DISAPPOINTED WITH TECHNICIAN PERFORMANCE OR SKILLS
- DISAPPOINTED OR UNHAPPY ABOUT INTERACTION WITH TECHNICIAN
- SERVICE QUALITY DID NOT MEET EXPECTATIONS (DURATION, COMFORT LEVEL, ETC)
- OTHER \_\_\_\_\_

### ( )BOOKING OR FRONT DESK:

DATE \_\_\_/\_\_\_/\_\_\_ NAME(S) OF STAFF INVOLVED \_\_\_\_\_

- BOOKING ERROR/PROBLEM  CHECK OUT ERROR/PROBLEM  GIFT CERTIFICATE ERROR/PROBLEM
- UNHAPPY/DISAPPOINTED WITH SUPPORT STAFF INTERACTION (**SPECIFY BELOW**)  
 BOOKING  FRONT DESK  ESCORT/CONCIERGE

### ( )ANCILLARY/SUPPORT/ADMINISTRATIVE:

- LUNCHESES, BEVERAGES, SNACKS
- SPA OR SALON ENVIRONMENT (TEMPERATURE, APPEARANCE, CLEANLINESS, ETC)
- LINENS/LAUNDRY
- UNHAPPY WITH ADMINISTRATIVE POLICY (PRICES, DISCOUNTS, DEPOSITS, NO SHOWS, ETC)

## **CLIENT STATEMENT**

\_\_\_\_\_  
\_\_\_\_\_

## CLIENT CONCERN ANALYSIS

SUMMARY OF INTERVIEW WITH STAFF: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DATE OF INTERVIEW \_\_\_\_\_ BY \_\_\_\_\_

SUMMARY OF INTERVIEW WITH CLIENT: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DATE OF INTERVIEW \_\_\_\_\_ BY \_\_\_\_\_

**RESOLUTION WITH CLIENT**

- |  |   |
|--|---|
| <input type="checkbox"/> RE-DO OF SERVICE AT NO CHARGE   | <input type="checkbox"/> RE-DO OF SERVICE WITH DISCOUNT         |
| <input type="checkbox"/> APOLOGY COUPON FOR FREE SERVICE | <input type="checkbox"/> APOLOGY COUPON FOR DISCOUNTED SERVICE  |
| <input type="checkbox"/> FREE PRODUCT GIVEN              | <input type="checkbox"/> DO NOT BOOK WITH TECH POP UP INITIATED |
| <input type="checkbox"/> NO ACTION REQUIRED              | <input type="checkbox"/> OTHER _____                            |

**OUTCOME DETERMINATION**

**( )CLIENT COMPLAINT VALID:**

REASON/EXPLANATION \_\_\_\_\_  
COMPLAINT ATTRIBUTED TO:  
TECHNICIAN  
SUPPORT STAFF  
ADMINISTRATIVE POLICY OR PROCEDURE  
MECHANICAL/ENVIRONMENTAL FAILURE  
OTHER \_\_\_\_\_

**( )CLIENT COMPLAINT HAS LITTLE OR NO FOUNDATION**

REASON/EXPLANATION \_\_\_\_\_  
COMPENSATION GIVEN FOR GOODWILL AND PR PURPOSES  
NO COMPENSATION IS WARRANTED

**RECOMMENDATIONS/COMMENTS FROM MANAGER:** \_\_\_\_\_

## GUIDELINES FOR CLIENT COMPENSATION

( )CLIENT REQUESTS NOT TO BE BOOKED WITH TECHNICIAN

Issue a discount certificate for 50% off next same service

( )SERVICE QUALITY DID NOT MEET EXPECTATIONS

Issue a discount certificate for 50% off next same service

( )DISAPPOINTED WITH TECHNICIAN PERFORMANCE OR SKILLS

Issue a discount certificate for 50% off next same service

( )DISAPPOINTED OR UNHAPPY ABOUT INTERACTION WITH TECHNICIAN

Issue a discount certificate for 25% off next same service

( )UNHAPPY OR CONCERNED WITH SERVICE OUTCOME (POLISH CHIP, UNEVEN CUT, ETC)

Re-do the service at 100% comp

( )DISSATISFIED WITH LUNCH

100% COMP

**If we have to cancel a scheduled appointment on the day of the service, due to a tech call out, use your judgment to determine the client level of dissatisfaction or inconvenience. Based upon your assessment,**

Issue a discount certificate for 25%, or 50%, or Free service, based upon the level of client dissatisfaction.

OR

Discount or comp one of the other services being provided, today.

**Refer all of the following concerns IMMEDIATELY to the owner for resolution:**

( )PROBLEM WITH PRODUCTS USED IN THE SERVICE

( )PROBLEM WITH EQUIPMENT USED IN THE SERVICE

( )UNHAPPY/DISAPPOINTED WITH SUPPORT STAFF INTERACTION (ESCORT, BOOKING, DESK)

( )SPA OR SALON ENVIRONMENT (TEMPERATURE, APPEARANCE, CLEANLINESS, ETC)

( )UNHAPPY WITH SERVICE CHARGE OR DISCOUNTS APPLIED

( )UNHAPPY WITH ADMINISTRATIVE POLICY (DEPOSITS, NO SHOWS, ETC)

( )PROBLEM WITH BOOKING PROTOCOLS, OBTAINING APPOINTMENTS, CONFIRMATIONS

( )GIFT CERTIFICATE ISSUES

( )ACCIDENT OR INJURY WHILE ON THE PREMISES



## **CLIENT BILL OF RIGHTS**

We recognize that you came to the Brass Rose to escape, relax, rejuvenate and renew or for improvement of your appearance. We respect and appreciate your expectations and will do everything in our power to meet or exceed your expectations. Your Brass Rose Experience is our first priority.

As a Brass Rose client you have the right to expect:

- Staff that is warm, welcoming and informative throughout your entire spa experience
- Therapists and technicians that are properly trained in the services they are performing for you
- Therapists and technicians that are properly trained in the products used in your service
- Therapists and technicians that are properly trained to use the equipment in your service
- The highest quality services and professional products
- Spa equipment and tools that are properly maintained, sanitized and in good repair
- The highest level of hygiene, cleanliness and sanitation throughout all areas of the spa
- Spa attire and linens of the highest quality, and cleanliness, freshly laundered, and in good repair
- A calm and nurturing environment
- Protection from outside distractions and intrusions into your spa experience
- Services that are comfortable and free of pain, and free of interruptions
- A leisurely and unrushed service and treatment experience
- The highest level of privacy and modesty during your service

If we fail to meet your expectations you have the right to present your concerns or disappointments to the spa concierge or front desk staff for documentation and follow up by our manager on duty, our director, or the owner.

If we exceed your expectations we would appreciate your comments so that we may provide your positive feedback to our staff.



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## SPA ETIQUETTE

### **PRIVACY and MODESTY**

All of our spa services, with the exception of our manicures, are performed in private treatment rooms. You will not be required to be exposed for any of our services. During spa services, you will be completely covered with only the area receiving attention left exposed. You will be recovered as the therapist moves on to another area of attention. Disposable undergarments are available for body treatments.

### **SHOWERS**

Our massage and body treatment rooms are equipped with private showers for post treatment bathing.

### **CLOTHING and DRESS CODE**

Please dress comfortably for your visit to the spa. We will provide a spa gown for women and spa shorts for men. In addition, you'll be completely covered with a spa comfy robe and wear spa slippers. Our Locker room provides private, individual, changing areas and lockers to store your belongings.

### **VALUABLES and JEWELRY**

Although we provide lockers with keys, please be advised to leave your valuables and jewelry at home. We cannot be responsible for loss or damage to your valuables. All jewelry must be removed for most spa services.

### **REFRESHMENTS**

We offer a variety of complimentary beverages and snacks throughout the spa and salon. A Spa lunch salad may be reserved for \$15.

### **GRATUITIES**

Gratuities are not included in the price of the service. Generally, 15% - 20% of the cost of the service is appropriate. For your convenience, at check out, our desk staff will provide gratuity envelopes that we will distribute to the staff on your behalf. Gratuities may be paid in cash, by check or credit card or deducted from your Gift Certificate balance.

### **PAYMENT**

We accept Visa, MasterCard and American Express. We also accept personal checks with two forms of identification.

### **CELL PHONES**

Cell phones are prohibited from the spa. Please respect the peace, tranquility and serenity of the spa and your fellow spa clients. In case of an emergency, our concierge staff will provide a phone for you to use or forward any incoming calls that require your immediate attention.

# SPA POLICIES

## CONFIDENTIALITY

All identifying and medical information is used for the sole purpose of making contact with the client and modification of spa services where clinically indicated. Under no circumstances is client information released or transferred to any other person entity or business.

## ARRIVAL TIME

The quality and continuity of our services rely upon the synchronized availability of both a qualified therapist and a treatment room. Your timely arrival helps us to ensure that all scheduled clients will receive the full benefit of the services they reserved.

Please arrive, at least, 15 minutes before your first service is scheduled to begin. This will allow sufficient time for you to check in, change into spa attire and relax for a few moments in our quiet lounge before your first service. It is important that you take the time to transition from the hectic pace of the outside world to the serenity of the spa world. If you are part of a group reservation, we suggest that you allow extra time for group organization, check in and changing.

If the unfortunate circumstance occurs where your arrival is later than 15 minutes beyond the time your first service is scheduled to begin, we may have to modify the service or eliminate the service from your itinerary. If a service must be eliminated from your itinerary, we reserve the right to charge a \$25 cancellation fee.

## SERVICE TIMES AND DURATION

All quoted service durations are approximate. *Some services* may vary by 10-15 minutes, depending upon the therapist performing the service. Appointments are scheduled with lounge time in between services. This allows you to relax or bond with the other members of your group and to transition from one service to another at a spa pace.

## CHILDREN

For legal and insurance reasons we cannot permit children in the spa or salon. Children under age 12, not receiving services are prohibited from any area of the hair salon, spa, reception area or spa lounge. We can neither assure their safety nor can we provide our undivided attention to your needs. Please arrange for child care at another location when planning your peaceful and serene itinerary. Children age 12-17 may receive *appropriate* services when accompanied by an adult during the service.

## DEPOSITS

A \$25 per service deposit is required for first time clients reserving multiple services, Bridal parties, and Group bookings.

## CANCELLATIONS

Single service appointments require 1 working day notice. Multiple service appointments require 2 working days notice. Group Bookings require 5 working days notice. Bridal Groups require 2 month notice. If proper cancellation notice is not given, we reserve the right to charge a \$25.00 cancellation fee per service.

## PRICES

Prices quoted are effective 04/01/07, and are subject to change without notice.