The Complete Spa Book for Massage Therapists Workbook

STEVE CAPELLINI
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INTRODUCTION

The workbook for the Complete Spa Book for Massage Therapists will be an essential companion in helping you to progress through your course of study and achieve your ultimate goal of becoming a successful spa massage therapist. The field you have chosen will be one in which you will help people feel better, look better, and actually be better through an emphasis on therapeutic wellness and stress relief. This will become your life if you have the education and the tools to be successful at your new endeavor. This workbook is one such tool.

PURPOSE

The workbook provides various review tools with both individual exercises—matching questions, word scrambles, crossword puzzles, true or false, and fill-in-the-blanks—and group activities like role-plays, hangman, and quizzes. Other features like Mental Portrait, Spa Tips/Techniques, Be Prepared, and Self-Searching allow you the opportunity to test your comprehension and place yourself in real-life situations.

FEATURES

Objectives
The objectives from the textbook are restated to help you focus on the goals for each chapter.

First and Last Word
Each workbook chapter is prefaced by a First and Last Word feature, pulling from the conclusion information from the textbook and thus providing a summary of material covered in that chapter.

Exercises
All the exercises are designed to reinforce content from the textbook and increase your retention of the material studied. The exercises are: Matching Questions, Word Scrambles, Crossword Puzzles, True or False, Mind Mapping Exercises, Fill in the Blanks, Hangman Exercises, and Review questions.

Activities
There are active learning activities, some that can be done individually and most that can be performed as part of a group. These activities fall under headings like Be Prepared, Spa Tips or Techniques, Self-Searching,
Mental Portrait, and of course, various role-plays, and even a Jeopardy!-style group activity to add some good-natured competition!

**Rubrics**

All essential step-by-step spa therapy procedures are reinforced in this workbook with the help of detailed rubrics, which are used in education for organizing and interpreting data gathered from observations of student performance. These rubrics provide invaluable self-assessment tools to aid you in developing perfected skills and performance behaviors.

**Discoveries and Accomplishments**

This section is simply your personal journal regarding material studied. It is suggested that you jot notes about concepts in the chapter that were the hardest for you to understand or remember. Next, consider yourself in the role of teacher and think about what you would tell your students to help them discover and understand those difficult concepts. It is suggested that you share your “discoveries and accomplishments” with other students in your class to determine whether what you have discovered is also beneficial to them. As a result of feedback from other students, you may even want to revise your journal and include some of the good ideas you received from your peers.

**Best wishes for success!**
LEARNING OBJECTIVES

After studying this chapter and completing the chapter review and exercises, you should be able to:

1. Explain the origins of spas and the word spa itself.
2. Describe the historical roots of Greek and Roman bathing practices.
3. Describe spa practices used in ancient Roman baths.
4. Describe the layout of ancient Roman baths with specific rooms and their uses.
5. Explain the use of hammams in Islamic cultures and describe traditional practices used there.
6. Explain the historical role of the massage therapist in various spas around the world.
7. Explain the historical development of spas in Europe after the Roman Empire.
8. Describe the healing philosophy of the “father of modern hydrotherapy” Sebastian Kneipp.
9. Explain the historical development of spa therapies in the Americas.

FIRST AND LAST WORD: HISTORICAL ROOTS OF SPA CULTURES

Understanding the historical roots of spa cultures from around the world gives you a strong foundation upon which you can build your spa career. It is important to remember that spas are not new but are, in fact, thousands of years old, and therapists have been working in them for equally as long. The role therapists have played in spas has changed greatly over the centuries, developing from that of servant, or even slave, to medically oriented practitioner, to wellness-oriented professional. Familiarize yourself with the bathing rituals of other civilizations. Develop an appreciation for the vast effort and ingenuity involved in creating these ancient spas. Give some thought to where the modern spa industry came from. By doing so, you will become a more fully rounded, capable, and perhaps more humble and appreciative spa therapist.
MATCHING QUESTIONS

Match each of the following words with the phrase that best fits it.

- Roman aqueducts
- Germany
- hot springs
- Seneca
- Middle Ages
- sanatorium
- Roman spas
- Japan
- Ottoman
- water

1. a name given to nineteenth- and twentieth-century health retreats
2. empire that gave birth to Turkish baths
3. historically the most famous
4. birthplace of “father of modern hydrotherapy”
5. kept a plentiful supply of water for the baths
6. bathing considered bad for the health
7. considered the most precious natural resource
8. natural sites of many spas
9. preferred a tranquil atmosphere at public baths
10. expressed unfavorable opinion of public baths

WORD SCRAMBLE

Unscramble the words below and fill in the correct word in the space provided.

SCRAMBLE | ANSWER
--- | ---
clocanai | Clue: hot water tub developed by the ancient Greeks
meetahr | Clue: large baths named after the Greek word for heat
tsili sg | Clue: special instruments used to clean Roman bathers
mamhma | Clue: communal bath house in Islamic countries
insaln | Clue: wooden clogs
embalun | Clue: neighborhood bathing facility in ancient Rome
eesk | Clue: coarse scrubbing/massaging mitten
ensno | Clue: Japanese hot springs and bathing resorts
mtidaruipe | Clue: Roman massage room
thuyapocs | Clue: sublevel furnace-like room to heat Roman baths
CROSSWORD PUZZLE

After identifying the appropriate word from the clues listed below, locate the word in the following crossword puzzle.

ACROSS

3 One of the oils used for massage by ancient Romans
4 A vital ingredient for spas
7 Hot, steaming chamber in Turkish baths where bathers are scrubbed and massaged
8 From the Latin word meaning “anointing,” the name of the special massage room in Roman baths
9 The use of products made from certain herbs and plants to help support healing
12 Name used for a facility visited by those wishing to cure themselves of diseases such as tuberculosis

DOWN

1 Massage workers in hammams
2 A health treatment using mineral waters, mud, and vapor
5 Word of Greek origin used to describe warm rooms where oils were applied to the body
6 A word formed by putting together the first letters of other words
10 Also name of the Belgian town where spring waters have been used for centuries to treat illnesses
11 German word meaning “cure” or “course of treatment”
**TRUE OR FALSE**

Identify the following statements as either true or false based on what you read in the chapter.

1. By referring to a particular health spring at Harrogate Tewit Well in England as a “spaw,” the sixteenth-century British physician, Timothy Blight, demonstrated that the term *spa* had begun to take on a more generic meaning than just the name of that Belgium city.
   a. true
   b. false

2. A *backronym* is a word formed by putting together the first letters of other words.
   a. true
   b. false

3. The average modern American uses three times more water than did the average citizen in ancient Rome.
   a. true
   b. false

4. The ancient Romans trusted slaves to work as masseurs in their public baths.
   a. true
   b. false

5. The ancient rhetorician, Seneca, lavished words of praise upon the many public baths in Rome at the time.
   a. true
   b. false

6. The women of ancient Rome typically visited the baths earlier in the day.
   a. true
   b. false

7. The massage workers at the ancient hammams of the Ottoman Empire were cloistered virgins.
   a. true
   b. false

8. The middle ages in Europe revived the tradition of public baths, lost after the fall of ancient civilizations.
   a. true
   b. false

9. Snow walking was a treatment originated by John Harvey Kellogg, who opened the Battle Creek Sanatorium in Michigan.
   a. true
   b. false

10. As the 1900s progressed, spas focused on holistic health and fitness, as well as diet and overall well-being.
    a. true
    b. false
FILL IN THE BLANKS

Based on the chapter content, choose from the list below to fill in the correct or most accurate word(s) for the following sentences.

1. The Roman Emperor, ____________________________, commissioned the construction of a large, opulent bathing facility in 65 AD.

2. The Romans constructed elaborate __________________________ to carry a plentiful water supply from the hills to serve the needs of urban areas.

3. At the Roman baths, the room used for exercise was called the __________________________.

4. The famous natural healer, Sebastian Kneipp, fell ill with __________________________ and was able to cure himself using hydrotherapy.

5. Native Americans constructed special ceremonial structures known as __________________________ in which they performed group rites and induced sweats.

6. Traditionally, Japanese men and women bathed __________________________ at the onsen or bathing houses.

7. Spas have existed for __________________________ of years.

8. The Latin words sanitas per aqua could be the origin of the word __________________________.

9. One reason the great Charlemagne, ruler of eighth-century Western Europe, chose to set up his court in __________________________ was to enjoy the city's thermal baths.

10. The __________________________ was an ornate cloth or silk wrap worn around the body while at a hammam.

Aachen  frigidarium  Saturnia
Agrippa  hammam  separately
apodyterium  hundreds  sogukluk
aqueducts  hydrotherapy  spa
balneum  hypocaust  tellaks
caldarium  kivas  thousands
camekans  levees  together
canals  Nero  tuberculosis
Constantine  palaestra  water of life
Diocletian  pesternal  water towers
diphtheria  polio  waterways
fountain of youth  Rome
REVIEW

Complete the following review for this chapter by circling the correct or missing word(s) that best answer each question, based on what you read in the chapter.

1. From this chapter, we learn that the spas we enjoy today did not spring out of nowhere but rather were born from long experience over ________________ of generations.
   a. thousands  b. tens of hundreds  c. hundreds  d. decades

2. Which of the following does not have the more direct meaning of “health through water”?
   a. sanus per aquam  b. salus per aqua  c. sanitas per aqua  d. solus per aqua

3. As Roman civilization spread, so too did the use of the ________________.
   a. baths  b. natural springs  c. hot springs  d. Greek slaves

4. The typical hammam consists of a changing area or ________________.
   a. sicaklik  b. pesternal  c. camekan  d. natirs

5. The art of health and healing was taken to its peaks by the ________________ and Romans.

6. Constantine commissioned construction of an elaborate bathing facility in ________________.
   a. 95 AD  b. 351 AD  c. 305 AD  d. 81 AD

7. By the time of the ________________, there were several established spa towns across Europe.
   a. Middle Ages  b. Renaissance  c. Restoration  d. Industrial Revolution

8. Sebastian Kneipp was born in ________________.
   a. 1531  b. 1798  c. 1821  d. 1901

9. The ________________ banned the use of temazcals, or early American sweat lodges, because of practices they perceived as idolatrous.
10. Franklin D. Roosevelt spent time at the Warm Springs in ________________, where he went to help treat his polio.
   a. Virginia                     b. New York
   c. Michigan                    d. Georgia

DISCOVERIES AND ACCOMPLISHMENTS

In the space below, jot some notes about what concepts of this chapter were hardest for you to understand or remember. Imagine finding yourself suddenly in the role of teacher. What you would tell your students about these concepts? Share your “discoveries” with some of the other students in your class and ask if they are helpful to them. You may wish to revise your discoveries based on any good ideas shared by your peers.

Discoveries:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

List at least three things you have accomplished since you made the decision to enroll in school.

Accomplishments:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
LEARNING OBJECTIVES

After studying this chapter and completing the chapter review and exercises, you should be able to:

1. Describe statistically the state of the modern spa industry.
2. List current trends in the spa industry.
3. List and define the main types of spas.
4. Describe the four key systems that must be in place to certify a spa for SpaExcellence.
5. List percentages of spa clients matching specific demographic profiles and treatment preferences.
6. Describe the five broad categories of spa-goers.
7. List in order of importance the main reasons why consumers visit spas.
8. Define the differences between the facts and the myths concerned with working as a massage therapist in the spa industry.
9. List and briefly describe the main spa industry trade associations.
10. List the main categories of companies related to the spa industry.
11. Name key people in the history of modern U.S. spa development and why they are important.

FIRST AND LAST WORD: THE ACTIVE, FAST-PACED SPA COMMUNITY OF TODAY

Spas today are some of the most innovative and fast-moving businesses in the world. Although based on ancient techniques and traditions, they are thoroughly modern. Becoming a part of the spa industry offers massage therapists a way to join the fast-paced global economy without sacrificing their dreams and goals of helping other people through massage therapy and other wellness services. In order to play a successful role in this industry, it is helpful to understand how other people forged successful spa careers and how they simultaneously helped many clients and colleagues along the way. It is important to learn and grow with colleagues and mentors in spa associations. And it is crucial to form strong connections with the people who support the industry through their products and knowledge. Without becoming an active member of the spa community, massage therapists will play only a limited role in the industry that supplies more massage jobs than any other.
MATCHING QUESTIONS

Match each of the following words with the phrase that best fits it.

- anonymous guest 1. type of spa with overnight accommodations
- SpaExcellence 2. a popular standard for certifying the spa industry
- Deborah Szekely 3. a frequently requested spa offering
- Noel de Caprio 4. spas today are almost a form of this
- destination 5. the “mother of day spas”
- home visit 6. the spa equivalent to the “secret shopper”
- Julie Register 7. a level of spa quality achievement
- SpaQuality 8. one-woman spa operation
- entertainment 9. developed standards for spa owners
- Joy Spring 10. referred to as the “grande dame” of spa industry

MENTAL PORTRAIT: CUSTOMER “TYPES”

As discussed in the chapter, spa consumers can be classified into five broad categories: client type 1, the non-spa goer; client type 2, the novice spa goer; client type 3, the opportunistic spa goer; client type 4, the enthusiastic spa goer; and client type 5, the seasoned spa goer. Based on the general portraits created for each of these, choose at least one “type” that you feel might be worth cultivating and servicing as your client, whether as therapist or spa owner/manager—whichever role you best see yourself in.

NOTE: Use blank sheets of paper if you need more space or to create “mental portraits” for additional client types.

First, in the left column below, under Perceived Positives, list what you see as the “positive” or encouraging traits for the client type chosen. In the column to the right of these, list ways you feel you could draw upon these “positives” to increase your overall clientele and the services/products you provide them. Hint: Don’t assume that clients know all that a spa can do for them.

Second, in the left column, under Perceived Negatives, list what you feel may be the “negatives” or challenges in getting through to this type of client. In the right column, jot down the ways in which you would counteract those challenges. Hint: Be professional, informative, but never condescending.

TIP: Consult the “The Spa Client” section in Chapter 2. Also, draw from the “trigger” phrases listed at the end of this exercise, plus any others you might expect from the client type on which you are focusing.
**The Type __ Client** (Enter the number for the chosen client type—1, 2, 3, 4, or 5—in the space provided.)

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<tr>
<th>Perceived “Positives”</th>
<th>How I can develop from here:</th>
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<tr>
<th>Perceived “Negatives”</th>
<th>What I might say or do to reverse these:</th>
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When you have completed these lists and your responses, discuss and share your results with your instructor and other students. Were there additional points you could have made or products/services you could have emphasized that you did not think of? Completing this exercise should help you anticipate reactions from the various client “types” and at the same time identify products or services about which you may need to further educate yourself. (You cannot educate others without first educating yourself.) All of this will help you prepare for the type of spa environment you visualize for your career, the specific products and services in which a spa might specialize, and the typical client “type” you can anticipate there. Just one more step in finding your niche!

“Trigger” Thoughts and Phrases Reflecting Possible Client Attitudes (Also, see Chapter 2):

I don’t see spending my money on this sort of luxury.
I don’t have the time.
I don’t fit in!
What can I expect?
What services do you offer?
Why do I need these extra products?
All I want is a massage.
I can buy something just as good at my local pharmacy/health and wellness store.
Will you treat me better/worse if I come more often/spend more money?
Will you treat me better/worse if I come less often/spend less money?
You’re the only therapist I feel comfortable with.
I’m a very private person.
I don’t like anyone seeing me unclothed.
I feel fat.
I feel too bony.
Is this safe?
Is this going to hurt?
This is for women!
What’s my role?
What do you expect of me?
I don’t know what you’re talking about.
This is too technical for me!
This is for rich people.
This is for the pampered elite.
I don’t like to commit myself.
I don’t feel special here.
I don’t appreciate too much familiarity.
I don’t like a stuffy environment.
I’ll just keep to the treatments I’ve been having all along.
How can I tell a trend from real therapeutic value?
You’ll say anything to get my money!
I don’t need to come to a spa, I can afford my own personal therapist.
WORD SCRAMBLE

Unscramble the words below and fill in the correct word in the space provided.

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<th>SCRAMBLE</th>
<th>ANSWER</th>
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4. Spas are part of the hospitality industry.
   a. true
   b. false

5. According to current figures, overall spa revenues and the total number of spa employees continues to explode.
   a. true
   b. false

6. Spas are the number-two employer of newly graduated massage therapists.
   a. true
   b. false

7. Spa trends show that people are not willing to pay for a luxurious spa if it’s to be only a once-in-a-lifetime experience.
   a. true
   b. false

8. Spas encompass a wide array of businesses.
   a. true
   b. false

9. It’s safe to say that it is neither practical nor worth the spa professional’s efforts to try to attract people to spas who haven’t already visited one.
   a. true
   b. false

10. In order to work in the spa industry, a therapist needs no other license or qualification other than a massage license or certification.
    a. true
    b. false

11. Association-sponsored spa trade shows tend to focus more heavily on general education and inspiration, rather than vendor products and product-specific education.
    a. true
    b. false

12. Spas have not been successful catering exclusively to women.
    a. true
    b. false
FILL IN THE BLANKS

Based on the chapter content, choose from the list below to fill in the correct or most accurate word(s) for the following sentences.

1. In the twenty-first century, the spa industry is one that is large, dynamic, and ____________

2. In recent years, spas have become __________________________, featuring specific services and catering to particular customers.

3. Spa employees need to be educated about the ever-growing number of __________________________ and services available in order to perform them safely and effectively.

4. The average per-spa income in the U.S., based purely on spa revenues, comes out at approximately __________________________.

5. The average age of spa goers is around __________________________.

6. By conservative estimate, approximately __________________________ percent of spas’ employees are therapists.

7. The modern spa community is comprised of three main components: individuals, corporations, and __________________________.

8. __________________________, the author of a newsletter and books, including 100 Best Spas of the World, has kept a finger on the pulse of the spa industry and also took part in the founding of the International Spa Association.

9. Spa __________________________ are companies that gather under one roof all the items needed by spa operations; these companies will continue to grow and merge as the industry matures.

10. Spas known as __________________________ springs are located at the water source and incorporate the water’s therapeutic powers into their treatments.

$500,000 forty seasonal
$700,000 growing Sheila Cluff
$1,000,000 hot sixty
accreditation specialized
John Lopis
associations thirty
Bernard Burt trusts
specialized
Burt distributors twenty-five
mineral vendors
distributors modalities
expensive natural
fifteen partnerships

SELF-SEARCHING: DO I HAVE THE RIGHT TEMPERAMENT?

As a follow-up to the Mental Portrait exercise for this chapter, go back through the lists of “positives” and “negatives” you came up with and look at them now from the point of view of your personal reaction. If you had a problem with any part of the Mental Portrait exercise or experienced feelings of resentment
against any particular client type, ask yourself whether you are focusing on the right spa environment for you. Be honest. Then discuss your Self-Searching results with your instructor, your classmates, and any spa professionals whose experience and opinions you value. You may also be surprised and relieved to discover you are not alone in how you react to negative client attitudes. At the same time, you can prepare yourself to better respond to them. Just one more step in finding your niche.

Completing this exercise should help you recognize strengths and weaknesses in your interpersonal skills. If you can develop a genuine understanding of your clients’ concerns and a respect for those concerns, it will help you respond positively and constructively. Think about the things you can control through knowledge and your own positive attitude, and remember that minds can be changed.

First, read each of the following questions.

Second, choose at least some of your answers from the Mental Portrait exercise and think of additional ways—apart from client education, product knowledge, etc.—that you could have better communicated with the client. Hint: How can I show the client I understand his/her concerns, priorities, etc.? How can I convince the client I am here to cater to him/her and not just serve the spa? How can I avoid seeming defensive or even hostile to his/her fears or objections?

Finally, rate yourself on a 1-to-10 scale (1 being the weakest and 10 being the strongest) for each of the questions, and note your personal score in the space provided. You can even go back and redo the exercise at a later date and see if you have picked up any interpersonal skills or strengths.

1. For which “positives” did I not come up with good ideas for expanding my service/client base? Is it just lack of knowledge on my part, or do I find these services/products less interesting than others? Or do I simply resent someone who doesn’t react the way I think my “ideal” client should?

My Personal Score: ____________________________

2. For which “negatives” did I not come up with constructive ideas? Were there any “negatives” that I might have taken personally or that made me feel hostile or defensive?

My Personal Score: ____________________________
3. Did I feel impatient thinking about a particular customer type? Is there a type I have more or less respect for? (If so, list your thoughts here and what you might do to prepare yourself better for that “type” of client.)


My Personal Score: __________________________

4. Do I feel more sympathetic towards a particular customer type? (Perhaps this is who you would most like to serve.)


My Personal Score: __________________________

5. Do I feel positively or negatively prejudiced towards a particular customer type? How is it in my power to deal with this?


My Personal Score: __________________________

6. Overall, what type(s) of client(s) does it appear I will get along better with? Do I want to leave it there, or do I want to improve any particular skills to enhance or broaden my career opportunities?
My Plan(s) for Improvement:

REVIEW

Complete the following review for this chapter by circling the correct or missing word(s) that best answer each question, based on what you read in the chapter.

1. The public today needs to be ________________ regarding spas.
   a. educated  
   b. warned  
   c. advised  
   d. encouraged  

2. The number of U.S. spas has ________________ during the late 1990s and early 2000s.
   a. doubled  
   b. tripled  
   c. quadrupled  
   d. quintupled  

3. The approximately 14,000 spas in the U.S. generate close to ________________ dollars in annual revenues.
   a. 5 billion  
   b. 10 billion  
   c. 15 billion  
   d. 20 billion  

4. Spa owners and directors today are focusing more on increasing the ________________ of their workforce and service offerings.
   a. diversity  
   b. volume  
   c. quality  
   d. regulation  

5. Although each spa is unique, they can be categorized into ________________ major types.
   a. 6  
   b. 3  
   c. 4  
   d. 2  

6. There are a total of ________________ levels in the SpaExcellence system.
   a. 3  
   b. 5  
   c. 7  
   d. 10  

7. The Reason for Spa Visits data shown in this chapter lists ________________ as the most common reason why people visit spas.
   a. weight loss  
   b. stress reduction  
   c. appearance improvement  
   d. mental/emotional health
8. Although each person is unique, it is suggested that spa consumers can be classified into ________________ broad categories, or “types.”
   a. 2  
   b. 3  
   c. 5  
   d. 8

9. Non-spa goers outnumber spa goers by approximately ________________.
   a. 3 to 1  
   b. 5 to 1  
   c. 7 to 1  
   d. 10 to 1

10. Canyon Ranch, considered by many to be the “dream” spa to work for, was founded by ________________.
    a. Andrew Weil  
    b. Malcom Baldrige  
    c. Bernard Burt  
    d. Mel Zuckerman

11. ________________, who did a great deal of work with cancer patients, is acknowledged throughout the spa industry as the “mother of day spas.”
    a. Ginny Lopis  
    b. Noel de Caprio  
    c. Julie Register  
    d. Deborah Szekely

12. Current data suggests the average spa goer’s annual income to be over ________________.
    a. $50,000  
    b. $70,000  
    c. $100,000  
    d. $150,000

13. SOP stands for ________________.
    a. standard operating procedures  
    b. spa operating procedures  
    c. spa oversight policies  
    d. standard oversight procedures

14. As noted in this chapter, people generally consider ________________ an essential part of the overall spa experience.
    a. guest service  
    b. nutrition  
    c. massage  
    d. ambience

15. The normal number of massages expected of a spa therapist in one day is between ________________.
    a. 10 and 12  
    b. 2 and 3  
    c. 8 and 10  
    d. 5 and 6

16. Roughly ________________ of all spa locations are day spas or club spas, with local, repeat clientele.
    a. one-half  
    b. one-quarter  
    c. nine-tenths  
    d. three-quarters
17. The acronym for the International Spa Association is _________________.
   a. ISA                        b. INSA
   c. ISPA                       d. ISAN

18. Which of the following has the lowest spa attendance rate?
   a. married clients           b. single clients
   c. those in committed relationships  d. widowed/separated/divorced clients

**DISCOVERIES AND ACCOMPLISHMENTS**

In the space below, jot some notes about what concepts of this chapter were hardest for you to understand or remember. Imagine finding yourself suddenly in the role of teacher. What you would tell your students about these concepts? Share your “discoveries” with some of the other students in your class and ask if they are helpful to them. You may wish to revise your discoveries based on any good ideas shared by your peers. Under accomplishments, list at least three things you have accomplished since your last entry that relate to your career goals.

**Discoveries:**

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

**Accomplishments:**

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________
CHAPTER 3

Spa Equipment, Facilities, and Procedures

LEARNING OBJECTIVES

After studying this chapter and completing the chapter review and exercises, you should be able to:

1. Describe the difference between a spa “wet room” and a spa “dry room.”
2. List and describe the items necessary to set up a spa dry room.
3. List and describe equipment used in spa wet rooms, including showers, baths, tables, and chambers.
4. Explain how to stock the proper supplies and products for a spa treatment room.
5. Identify and explain the main safety issues encountered in the spa environment.
6. Define 10 general spa safety rules and explain why they are important.
7. Define 10 general spa therapist self-care rules and explain why they are important.
8. Define risk management as it applies to the spa therapist, and explain the three main categories of risk management issues faced by spa businesses.
9. Define the actions that spa therapists and spa owners can take to improve risk management.
10. List the most important issues regarding sanitation and hygiene in the spa.

FIRST AND LAST WORD: SPA EQUIPMENT—KNOW YOUR TOOLS

Spa facilities can be marble-studded palaces that feature stunning vistas of the world’s most beautiful environments, or they can be humble windowless rooms in a corporate office park. Spa equipment can be high-tech and cost tens of thousands of dollars like computerized hydrotherapy tubs, or it can be simple and inexpensive like the small ice chests used to keep towels and products warm. Regardless of whether they cost millions or just a few dollars, spa facilities and the equipment in them are all dedicated to one main purpose: the health, well-being, and enjoyment of the clients. To ensure that clients have the best possible experience while at the spa, therapists need to place a strong emphasis on safety and sanitation, and they need to be sure of their ability to use every piece of equipment in its proper fashion. There is no substitute for training and ongoing practice to make therapists confident and efficient. Also, by knowing how a large array of spa equipment works, what goes into creating and installing it, and what its benefits are, spa therapists become more well-rounded and well-informed professionals, even if they do not end up using this equipment themselves on a daily basis.
MATCHING QUESTIONS
Match each of the following words with the phrase that best fits it.

- “space” 1. spa treatment room without showers
- wet room equipment 2. a different way of heating saunas
- wheels 3. something the spa therapist should learn
- germicide 4. used for seaweeds, muds, clays, and other products
- dry room 5. expensive to install and operate
- CPR 6. spa treatment room with bathtub
- spa bowl 7. solution used to sterilize equipment
- infrared 8. another name for the thermal blanket
- wet room 9. spa stools should have this
- autoclave 10. used to heat water for sterilization

WORD SCRAMBLE
Unscramble the words below and fill in the correct word in the space provided.

SCRAMBLE          ANSWER

lqiuyat            _______ _______ _______ _______ _______ _______ _______
Clue: aspect of a spa facility and its equipment that is of the utmost importance

oncoco            _______ _______ _______ _______ _______ _______ _______
Clue: layering effect of blankets

yaglrel            _______ _______ _______ _______ _______ _______ _______
Clue: possible reaction to products

germsconoi _______ _______ _______ _______ _______ _______ _______ _______ _______
Clue: an essential component in injury prevention

rott                _______ _______ _______ _______ _______ _______ _______
Clue: the aspect of law that deals with liability issues

iravwe            _______ _______ _______ _______ _______ _______ _______
Clue: form that can protect spas from certain damages

kitena            _______ _______ _______ _______ _______ _______ _______
Clue: form to be completed by new clients

ewblbo            _______ _______ _______ _______ _______ _______ _______
Clue: something spa bowls tend to do rather than overturn
VISIT A SPA

If you are seriously considering a spa career as a massage therapist, it is not a good indication on your part if you have not made the effort to visit at least one. A visit to a spa will cost you nothing in terms of money or personal risk, but will certainly help you to decide if this is the right sort of environment for you. And equally important, when you do begin the spa interview process, it will show a far greater interest on your part if you can say you have visited several spas.

THE VISIT: When making your visit, ask for a menu of services and, if available, a tour of the facilities.

TAKE MENTAL NOTE: To get the most out of your visit, answer the following questions soon afterwards. (Tip: Take in as much as you can as you go through the facility.)

What was your impression of the following?

Equipment: 

Furniture: 

Fixtures: 

Staff: 

Other: 

Did you take note of any of the following?

Lockers: Were there any? How did they look? 

Changing rooms: Did you see any? What did you think of them? 

Hydrotherapy equipment: Was there any? 

Other amenities: What else did you notice? 

What was the general look and “feel” at the facility?

Tranquil? Busy? Congested? Comment: 

Tidiness: Were there any messy or “back of the house” areas visible? 

Clue: therapeutic wax used by estheticians and cosmetologists

Clue: skin treatment outside the scope of the massage therapist
Sight and sound (lighting, music, noise, etc.): Too much or too little? __________________________

Overall atmosphere (attractive, inviting, clinical, comfortable, etc.): __________________________

Comment on “visual” look (lighting, etc.): __________________________

Did you see any guests?

Did they look happy, comfortable, secure, vulnerable, etc.? __________________________

What age, gender, or “social” group did most guests appear to fit into? __________________________

Would you enjoy being there as a guest? (yes/no) _______ as a therapist? _______

Other comments/observations:

____________________________________________________________________________________

THERAPEUTIC DAY SPA INTAKE FORM

As a brief follow-up exercise to the preceding Visit a Spa, you will need a copy of the “Therapeutic Day Spa Intake Form” introduced in this chapter. The instructor should be able to print copies of the form for you. If that’s not possible, or if you’re working on your own or at home when completing the exercise, you could make a photocopy of the form straight from your textbook. Always try to obtain more than one copy of any form so you can repeat exercises—should you wish to—at a later date.

CLIENT: Put yourself in the place of the prospective client and fill out as much as you can of the form. Even take on a different “identity.” For instance, did you see a number of older clients at the spa you visited, and if so, how might one of them complete the form? (Hint: slip and fall concerns, overheating or exposure to cold temperatures, noise concerns, etc.) Or perhaps an overweight client? (Hint: overexhaustion, self-consciousness, etc.) The form also considers the possibility of a client who may be pregnant. What might be the concerns here? (Hint: same as for the older and overweight client, plus other issues such as privacy, concerns for the unborn child, etc.) Then ask yourself, “Would I feel uncomfortable signing the bottom of this form?”

Use your imagination and see this exercise as a way to become familiar with the form.

Note some of your thoughts/conclusions here:
SPA THERAPIST: After completing the form, think—now from the spa’s point of view—what you might do to avoid or alleviate some of these risks or concerns. Ask yourself, “Should any of this information set off a red flag in terms of potential risk?”

Note some of your thoughts/conclusions here:

HANGMAN EXERCISE: HAVE SOME FUN!

This can be a fun “game” whether played in pairs or in teams. When played in teams, it’s good for stirring up a bit of good-natured competition. (Note: Correct answers are in the instructor’s Course Management Guide. You will need to obtain these from the instructor to play. No peeking by “competitors”!)

PAIRS: One person (the “competitor”) tries guessing the missing letters while the other person (the “judge”) places the letters in the appropriate space(s) for correct choices or, for wrong ones, draws the different “body parts” for each wrong guess. (See the Hangman Key below.) (Note: Both the judge and the competitor can cross off letters in the Alphabetical Listing Grid in the workbook to show which ones have been eliminated.) If the word is properly completed before the competitor is “hanged,” the competitor has escaped the hangman’s noose! To inject a bit more competition into the process, the pair can take turns guessing words to see who gets the most right. (Note: In the latter case, the instructor will need to assign different words to each person and make sure not all correct answers are seen by both players.)

TEAMS:
Step 1: Choose who will be the “leader” of the game. This could be the instructor or a member of the class.
Step 2: The leader should divide the class into two teams and devise some system for choosing which team gets to go first. When guessing letters, the team should consult with each other and then one member should announce the choice of letter.
Step 3: The leader must draw a large hangman’s scaffold (same as in the workbook) on a blackboard (or whiteboard) and copy the same number of blank spaces, as shown in the hangman exercise. As the game progresses, the leader must keep a tally of each letter that is guessed (and consequently eliminated) and note them on the board for all to see. For correct letter choices, the leader must fill in all appropriate spaces on the board. Alternately, the leader must draw a different “body part” (see Hangman Key below) for each wrong letter guessed.

When the first team has finished, repeat these steps with the second team, using the next hangman exercise in the workbook, and so on. The team that gets more correct words wins the game. If a tiebreaker is needed, the leader can find additional words from the same chapter of the textbook, and repeat steps 1 through 3 until there’s a winning team.

Hangman Key:
First wrong guess = Draw the noose
Second wrong guess = Draw the head
Third wrong guess = Draw the body and arms
Fourth wrong guess = Draw the legs
Fifth wrong guess = Draw the feet, and the “competitor” has lost!
EXERCISE #1  Hint: For heating!

Alphabetical Listing Grid:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
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<td>X</td>
<td>Y</td>
<td>Z</td>
<td></td>
</tr>
</tbody>
</table>
EXERCISE #2  **Hint:** High-pressure exfoliation!

Alphabetical Listing Grid:

```
A  B  C  D  E  F  G  H  I  
J  K  L  M  N  O  P  Q  R  
S  T  U  V  W  X  Y  Z  
```
**EXERCISE #3**  
*Hint:* Think of water!

**Alphabetical Listing Grid:**

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<thead>
<tr>
<th>A</th>
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<th>C</th>
<th>D</th>
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<td>W</td>
<td>X</td>
<td>Y</td>
<td>Z</td>
<td></td>
</tr>
</tbody>
</table>
EXERCISE #4  Hint: To be controlled!

Alphabetical Listing Grid:

A   B   C   D   E   F   G   H   I
J   K   L   M   N   O   P   Q   R
S   T   U   V   W   X   Y   Z
EXERCISE #5  Hint: Look in the mirror!

Alphabetical Listing Grid:

A B C D E F G H I
J K L M N O P Q R
S T U V W X Y Z
EXERCISE #6  Hint: Boiling hot!

Alphabetical Listing Grid:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
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<tr>
<td>J</td>
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<td>Z</td>
<td></td>
</tr>
</tbody>
</table>
MIX AND MATCH: WHICH IS WHICH?

As a spa therapist, you will be operating in either a wet room or a dry room for much of your time on the job. It is important to make that distinction. In the spaces provided, label each of the following figures as either “spa wet room” or “spa dry room”?

How can you tell? How can you tell?

TRUE OR FALSE

Identify the following statements as either true or false based on what you read in the chapter.

1. Most massage therapy students visit a spa several times before choosing a career in the industry.
   a. true
   b. false

2. Today, most therapists have to wear bathing attire to perform wet room services.
   a. true
   b. false
3. Every dry room can be used as a massage room, but not every massage room can be used as a dry spa room.
   a. true
   b. false

4. The majority of massage training facilities have wet room amenities like showers, wet tables, and hydrotherapy equipment.
   a. true
   b. false

5. The ability to operate specific spa equipment is a very high priority for spa owners and directors.
   a. true
   b. false

6. The ideal spa treatment table is multi-purpose.
   a. true
   b. false

7. It is not recommended that a microwave be used to warm towels for spa treatments.
   a. true
   b. false

8. Spas generate a great deal of laundry.
   a. true
   b. false

9. Because much of the treatment at a spa is carried out in a calm, deliberate, and slow manner, there is little chance of injury to the spa therapist in performing his/her work.
   a. true
   b. false

10. Performing just straight massage therapy can take more of a toll on the therapist than performing spa treatments.
    a. true
    b. false

11. Performing spa therapy can be therapeutic for the therapist.
    a. true
    b. false

12. Sexual harassment issues arise most commonly when a spa therapist is accused of harassing a client.
    a. true
    b. false
13. Spa equipment manufacturers seem unable to provide equipment that is easy to sanitize and maintain.
   a. true
   b. false

14. All spa linens must be properly bleached when washed.
   a. true
   b. false

15. As pointed out in this chapter, most clients prefer the sensation of a warm shower to being washed or rubbed down by hand in order to remove spa products.
   a. true
   b. false

**FILL IN THE BLANKS**

Based on the chapter content, choose from the list below to fill in the correct or most accurate word(s) for the following sentences.

atmosphere

breaks

burnout

customers

early

electricity

embezzlement

food

heat

hours

insurance

late

lawsuits

long hours

medical

microwave

outlets

rash

Sanitize

sterilize

storage

temperature

therapeutic

water

1. In the wet spa room, ____________________________ control is of the utmost importance.

2. Spa rooms require a larger capacity for ____________________________ than do simple massage rooms.

3. Spas pose very specific risks to clients, caused primarily by the pervasive use of ____________________________ and water.

4. Part of the spa tradition and etiquette is to offer the client ____________________________ after a massage or body treatment.

5. The spa therapist must avoid ____________________________ and maintain her/his own health.

6. A good piece of advice offered in this chapter is to ask about the length and quantity of ____________________________ before accepting a job with a spa.
7. If injury to a therapists occurs, and effective treatment is absolutely essential.

8. As spas become more popular, they are also more frequently targeted for 

9. Solution in an autoclave is heated above boiling in order to implements.

10. The heat source for the infrared sauna is 

REVIEW
Complete the following review for this chapter by circling the correct or missing word(s) that best answer each question, based on what you read in the chapter.

1. As long as a spa and its equipment are , sanitary, effective, and attractive, even the most basic facilities can create a good spa experience for the guest.
   a. clean  b. new  c. safe  d. fun

2. Exfoliation services generally take place in the .
   a. spa wet room  b. spa dry room  c. bathtub  d. shower

3. Which of the following, in the opinion of most spa owners/directors, is not considered to be one of the more important factors of spa training?
   a. hands-on techniques  b. customer-service skills  c. wet room simulation  d. team-oriented attitude

4. Based on information in this chapter, equipment used in spa wet rooms can be broken down into main categories.
   a. 10  b. 4  c. 2  d. 5

5. Which of the following does not come under the “bath” category of equipment?
   a. mud/enzyme bath  b. Jacuzzi  c. hydrotherapy bath  d. Scotch hose

6. Generally speaking, wet rooms should be kept at degrees Fahrenheit to keep the client comfortable.
   a. 75–77  b. 80–82  c. 85–87  d. 89–91
7. As pointed out in the chapter, a responsible business (spa or otherwise) will formulate a ________________ plan to help avoid losses.
   a. risk management  b. loss control
   c. insurance  d. tort liability

8. Spa equipment should be sanitized ________________.
   a. after several treatments  b. after each treatment
   c. at the end of each day  d. every few days

9. Implements like hair and skin brushes, which come into contact with clients, need to be ________________.
   a. rinsed  b. disposed of
   c. sanitized  d. sterilized

10. An alternative to having to constantly sterilize small spa implements is to ________________.
    a. dispose of them  b. avoid using them
    c. give them away  d. rinse them immediately

11. A germicidal cabinet, with an always-on ultraviolet light, is used to ________________ implements.
    a. sanitize  b. sterilize
    c. store  d. hide

12. “A tiled room with adjacent steam generator to produce moist heat” is how this chapter describes which of the following?
    a. steam chamber  b. Rasul chamber
    c. hammam  d. spa suite

13. A Spa Thermal Unit (STU) is the term used for a(n) ________________ chest, used to keep towels hot.
    a. ice  b. ultraviolet
    c. heated  d. thermostat-controlled

14. Usually a fiberglass chamber in which the client sits while being bathed in steam.
    a. Vichy shower  b. Jacuzzi chamber
    c. Swiss chamber  d. Russian steam cabinet

15. Brand name of a steam canopy placed over the treatment table.
    a. COMTA  b. Spa Thermal Unit
    c. Steamy Wonder  d. Vichy Shower
DISCOVERIES AND ACCOMPLISHMENTS

In the space below, jot some notes about what concepts of this chapter were hardest for you to understand or remember. Imagine finding yourself suddenly in the role of teacher. What you would tell your students about these concepts? Share your “discoveries” with some of the other students in your class and ask if they are helpful to them. You may wish to revise your discoveries based on any good ideas shared by your peers. Under accomplishments, list at least three things you have accomplished since your last entry that relate to your career goals.

Discoveries:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Accomplishments:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________