



Lao People's Democratic Republic

Ministry of Information, Culture and Tourism
Tourism Business Management Department

Self-assessment
ASEAN Spa Services Standard



APPLICANT CONTACT DETAILS

Name of Organisation, City or Business:	Contact Person:
Province:	Title / Position:
District:	Mobile:
Village:	Email
Physical Address:	

AUTHORISATION:

We certify that all information filled in this application is reliable and true, we also have followed all the procedures and Self - Assessment Guidelines for Lao Tourism Standards.

Authorised Signature on behalf of the Applicant:

Name: _____

Date: _____

Title: _____

Signature: _____

ASEAN SPA Services Standard Self-Evaluation Checklist		Use (✓) for your answer	
2	The Place	Yes	No
2.1	LOCATION		
2.1.1	The spa is located in a place that is convenient, safe, and will not endanger an individual's health.		
2.1.2	If the spa is located in the same building as another business, its boundaries shall be clearly delineated and other business's activities shall not interfere with the provision of spa services		
2.1.3	Services Area - In the case that the spa provides several different kinds of services in the same location, the service areas shall be clearly separated and the space for each service shall be appropriate for the type of service being provided.		
2.1.4	The spa shall conform to all local building or industry regulations		
2.2	RECEPTION		
2.2.1	The reception area shall be clearly separated from the service areas		
2.2.2	The reception area shall have sufficient seats for clients to use at peak times		
2.3	TREADMENT AREAS		
2.3.1	Treatment Areas shall maintain an appropriate level of privacy for the client, but shall not be hidden or have doors which can be locked		
2.4	CLEANLINESS		
	All areas of the spa, both inside and outside and whether used by staff or guests, shall be kept hygienically clean and orderly at all times		
2.5	CONSTRUCTION		
	The building shall be constructed of sturdy, durable materials and shall not be in an unhygienic or dilapidated state		
2.6	WET AREAS		
	In areas where water is used for the services, the floor shall be made of non-slippery, easy-to-clean material		
2.7	SAFETY		
	The spa has signs for visitors, floor plans, emergency exits, emergency lighting, smoke detectors, fire extinguishers and fire alarms		
2.8	LIGHTING		
	The lighting should be appropriate in each area of the spa		
2.9	VENTILATION		
	The spa area is well-ventilated.		
2.10	WASTE MANAGEMENT		

	The spa has a waste management system installed, with waste and used water managed in a responsible and sanitary manner		
2.11	CLIENT FACILITIES		
	The spa has a sufficient number of clean and proper bathrooms, toilets, hand-washing basins, and separate changing rooms, if provided, for men and women.		
2.12	DECORATION		
	It is decorated in a way that does not cause offense or violate social customs, national culture and morals.		
2.13	MUSIC		
	Music, if played, is at a comfortable level appropriate to the function of the service area		
2.14	FURNITURE		
	Spa treatment furniture is comfortable, practical and in good condition		
2.15	ACCESSIBILITY		
	The spa can be accessed by senior citizens and those with physical disabilities		
2.16	BACK OFFICE AREAS		
	The spa has sufficient back of house areas including staff areas (rest and eating), pantry and a management office		
3	The Service	Yes	No
3.1	OPERATING HOURS		
	Spa services will only be provided during opening hours and according to local business regulations		
3.2	LOCATION		
	Clients receive a brief consultation on the service they requested prior to it being carried out and after the service is delivered		
3.3	MENU		
	A complete menu of services shall be clearly displayed in the spa. (including services provided, prices, treatment duration and the spa refund policy)		
3.4	PROTOCOLS		
	All treatments and services are performed in accordance with the standards and protocols of the spa business		
3.5	NEW PROTOCOLS		
	Protocols for new services to be introduced to the establishment shall be designed and practiced to the required level of professionalism and in accordance with the documented protocol of the company. Top		

	management shall give final approval before new treatments or services are performed on clients.		
3.6	SPA SERVICES		
3.6.1	Massage – Massage services for relaxation of the body and face are provided. Additional massage or treatment services for body, face or feet which provide other benefits of well-being may also be provided.		
3.6.2	Water applications – The spa provides a minimum of two water - based applications. This could include water or mineral baths, floatation, plunge pools, soaks, well-being showers or thermotherapy.		
3.6.3	Scrubs and Wraps – application of natural resources e.g., herbs, foods, minerals for relaxation, beautification, detoxification or other well-being benefits are provided.		
3.6.4	Exercises – manual or mechanically performed movements which have a health supportive and promotional benefit.		
3.6.5	Energy Treatments – the control or release of chi or energy flows of the body and mind which provide benefits of well-being. Such controls may be based on traditional acceptance and/or scientific validation.		
3.6.6	Nutritional Programmes – ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, and which promote well-being.		
3.6.7	Dietary Programmes – ingestion of herbs or foods in solid, liquid or extracted form, raw or cooked, which provide for weight management.		
3.6.8	Traditional Massage or Traditional Treatments – Traditionally practised massage or treatments which may or may not be scientifically substantiated, but the belief of aboriginal or indigenous local populations supports the health benefits of the treatment.		
3.6.9	Beauty Treatments – beauty treatments that use natural or manufactured products are provided.		
3.6.10	Other Treatments – other treatments which are culturally accepted to have benefits of well-being but are not categorised elsewhere under this standard are provided.		
3.7	TRADITIONAL AND CULTURAL SERVICES		
	All traditional and cultural services provided are afforded the same level of respect and are not significantly changed without approval from the indigenous populations from where they have originated, except where such changes or alterations are required for health and safety, or by law.		
3.8	STAFFING LEVELS		
	The spa employs an appropriate number of staff to provide the services.		
4	People	Yes	No
4.1	AGE		

	No person under the age of 18 years or as stipulated by local labour laws.		
4.2	HEALTH		
	All staff working in the spa are in good general health, with no communicable diseases.		
4.3	LANGUAGE		
	All staff can communicate effectively with their colleagues and their clients		
4.4	GROOMING		
	All staff are suitably groomed and attired in accordance with the professionally accepted level of hygiene and the spa's Operational Standards.		
4.5	SERVICING ETHIQUETTE AND Demeanour		
	Staff and management maintain a level of professional service etiquette and demeanour at all times		
4.6	QUALIFICATION AND TRAINING		
4.6.1	Staff working in the spa have been trained and are qualified to deliver the services		
4.6.2	All staff have completed a spa company orientation program when they started employment		
4.6.3	All staff shall have completed training in the natural and manufactured products, and services appropriate to their position they will use before contact with clients.		
4.6.4	All staff participate in on-going training to maintain service standards		
4.6.5	Top management provide staff with the opportunity for professional development		
4.6.6	Top management ensure that all staff are trained in how to manage guest misconduct		
4.7	WORKING PRACTICES		
4.7.1	Staff work in a clean and safe manner at all times		
4.7.2	Staff work in a professional and ethical manner at all times		
5	Product	Yes	No
5.1	PRODUCTS		
5.1.1	Products used in the provision of spa treatments are organic and/or natural		
5.1.2	Products used in the provision of spa treatments are biodegradable		
5.1.3	Products used are ethically sourced and manufactured, without exploitation of people, animals or the environment		
5.2	BENEFITS		
	The beneficial effects or efficacy claims of products used or sold are not exaggerated		

5.3	CERTIFICATION		
	Products shall conform to the ASEAN Harmonization Act or any amendments thereof and have a Certificate of Manufacture showing they are safe to use		
5.4	QUALITY CONTROL		
	Products produced by the spa have a quality control process		
5.5	INVENTORY CONTROL		
	Products used in the spa shall be subject to an inventory control system in accordance with good business practises and specified product use-by-dates.		
5.6	USAGE		
	Products are used in accordance with standard hygiene practises		
5.7	STORAGE		
5.7.1	All tools and equipment used to apply, transfer or use product shall be maintained in a clean and hygienic condition at all times.		
5.8	HYGIENE		
5.8.1	All tools and equipment used to apply, transfer or use spa products are maintained in a clean and hygienic condition at all times		
5.8.2	All cleaning products used in the spa shall be safe and not harmful to staff or clients		
6	Equipment:	Yes	No
6.1	SUITABILITY		
	Each area of the spa is equipped with suitable tools and equipment for the efficient and professional delivery of services		
6.2	MAINTENANCE		
	All specialized equipment shall be maintained in accordance with supplier manuals/instructions and kept in good repair		
6.3	SAFETY		
6.3.1	All specialist equipment is used in accordance with the supplier manual		
6.3.2	Any equipment used by clients shall have instructions for its safe use clearly displayed		
6.4	LEGAL CONFORMANCE		
	All specialist equipment is legally certified for use in the spa		
6.5	CLEANLINESS		
	All equipment of the spa, whether in staff or guest areas, is kept hygienically clean and orderly at all times		
7	Management	Yes	No
7.1	Management		

7.1.1	Top management has appointed a Spa Manager, to ensure that the services are provided in accordance with this standard		
7.1.2	Top management and staff adhere to a professional code of conduct		
7.2	QUALITY SYSTEM DOCUMENTATION		
	The spa has a quality control system written down which is used in staff training		
7.3	SERVICE PROTOCOL MANUAL		
	The spa has a staff manual outlining service protocols, techniques, products and equipment used in the delivery of services		
7.4	HUMAN RESOURCE MANAGEMENT		
7.4.1	Employee Manual - Top management prepared and maintain an employee manual detailing all employee benefits and expectations of employee conduct or the ramifications of non-conformance.		
7.4.2	Recruitment / Hiring - Top management of the establishment has defined the job description for staff according to the position and in keeping with standard business practice and local labour laws		
7.4.3	Remuneration - Top management remunerates all employees in a fair and equitable manner abiding by local labour laws which may be in force or generally accepted.		
7.5	SECURITY MANAGEMENT		
7.5.1	Top management take all reasonable measures to ensure the security of clients and their possessions during their time at the spa.		
7.5.2	Top management take all reasonable measures to secure the privacy of clients before, during or after their time at the spa.		
7.5.3	The spa has an Emergency Plan in accordance with legal requirements and is clearly displayed in the staff area		
7.5.4	Emergency Exits are clearly marked and kept free of obstacles.		
7.5.5	All staff wear name badges or similar identification		
7.5.6	Top management take all reasonable measures to prevent any form of sexual harassment in the establishment		
7.6	COMMUNICATION		
7.6.1	Top management has established an effective internal communication system, so that all staff members are always informed of the result of the services and the degree of client satisfaction.		
7.6.2	The system ensures that all suggestions and comments from staff members and clients are analysed and responded by top management.		
7.7	MARKETING PLAN		

7.7.1	The establishment has a documented marketing plan, detailing all planned marketing activities and the budget and anticipated return of such activities.		
7.7.2	The Marketing Plan is regularly reviewed and updated in accordance with changes in circumstances, staffing or business levels.		
7.8	EMERGENCY PLAN		
	All staff are aware of the action plan in the case of clinical emergencies. Telephone numbers for the closest ambulance services, welfare centres and hospitals are easy to access.		
7.9	FIRST AID		
	A first-aid kit containing appropriate supplies is maintained at Reception and/or in the Staff waiting area. Larger spas may have additional kits.		
7.10	LIABILITY INSURANCE		
	The spa maintains an appropriate level of business insurance including public liability and third-party property insurance, or as may be legally required		
7.11	SYSTEM REVIEW		
	Top management has implemented a management system review, including an internal audit, evaluation and other processes for staff, client, product, equipment and business practises as may be deemed appropriate		
8	Environment	Yes	No
8.1	ENVIRONMENTAL POLICY		
	The spa has a responsible and implementable environmental policy which is known to and understood by all staff.		
8.2	PRODUCTS		
	The spa does not add to the water, soil or air any product, pollutants or substances which could be considered harmful to the environment.		
8.3	CLEANING		
	Cleaning products used in the establishment are natural, organic and bio-degradable.		
8.4	LINENS		
	All new towelling and linens used shall be made from organic, sustainable or renewable materials and shall have been manufactured using non-toxic means.		
8.5	MANUALS AND BROCHURES		
	All manuals and brochures are on paper made from farmed trees or have been recycled		
8.6	PACKAGING		

	All packaging materials, professional or retail, shall be minimal and bio-degradable or able to be reused or recycled		
8.7	ELECTRICITY		
8.7.1	Subject to location and wherever practical, consideration has been given for the implementation of the use of alternative electrical savings via solar, wind or other environmentally sensitive means		
8.7.2	All light bulbs are energy saving		
8.7.3	Light switches are all 'dimmers' except where deemed necessary for safety or safe working practices.		
8.7.4	The spa has installed timer switches, motion sensitive or solar lighting for all exterior lighting and does not operate external lighting of any kind when the establishment is not operational except that which is deemed necessary for reasons of safety.		
8.8	WATER		
8.8.1	Water features, if used, are placed so that evaporation is minimal, and or assists with the natural cooling of the spa		
8.8.2	Spa managers and staff have full knowledge of the volume of water used in each spa service, and minimize this where practical		
8.8.3	Aerators or flow restricted faucets and showers have been installed		
8.8.4	Dual flush toilets and or other water utilization minimization technology has been installed.		
8.8.5	Where feasible and safe, water is re-used at the spa		
8.9	GARBAGE		
	The spa uses different bins to sort solid waste for disposal or recycling		
8.10	COMMUNITY		
	The spa is sensitive to the local culture and continues to add value to the lives of the local communities where practical		
8.11	ECOLOGICAL SUSTAINABILITY DEVELOPMENT		
	The spa shall promote, develop and/or pioneer ecological initiatives which protect and sustain the environment of the spa establishment.		