



KEMENTERIAN PELANCONGAN MALAYSIA
Ministry of Tourism Malaysia

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ASSESSMENT FORM STAR RATING OF SPA





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APPLICATION FORM
FOR SPA CLASSIFICATION

Name of SPA : _____

Address : _____

Postcode : _____

Tel. No. : _____ Fax No : _____

Name of Person Supplying Information : Mr/ Mrs/ Ms/Mdm _____

Designation : _____

Completed forms are to be returned to the following address:

Star Rating Secretariat (Spa)
Tourism Licensing Division
Ministry of Tourism
Level 33rd & 35th, Menara Dato' Onn, PWTC
45, Jalan Tun Ismail
50695 KUALA LUMPUR
Fax: 03-26934789 / 03-26962342

General Information

Number of treatment rooms in your spa :

Comments (if any) _____

Please rate the facilities / services provided in your spa according to the star criteria given in the "Guidelines for Spa Classification" guidebook, on the following:
 (Note: * Numbers within brackets refer to the items of the Spa star rating criteria as given in the guidebook)

1. Statutory Requirements

- Business License
- Spa license or equivalent
- Categories of Spa type
- Registered products and treatment equipment
- Age of employees and qualification
- Cleanliness standard
- Fire and Safety Requirements
- Valid working permit
- Staff entitlements (SOCSO, EPF etc.)

Assessment by Spa		Assessment by Rating Team	
Tick	Mark	Tick	Mark

2. Facilities and Equipment's

- Treatment Room (2.1)
- Reception Area (2.2)
- Preparation Area (2.3)
- Retail Area (2.4)
- Changing Room / Locker Facility (2.5)
- Toilet (2.6)
- Sauna / Steam / Long Bath / Other water based treatments (2.7)
- Spa menu / brochure (2.8)
- Credit Card Service (2.9)

Assessment by Spa		Assessment by Rating Team	
Tick	Mark	Tick	Mark

3. Products, Spa Treatments and Wellness Programs

- Treatments Products (3.1)
- Spa Treatments (3.2)
 - ▶ Facials (3.2.1)
 - ▶ Bodyworks (3.2.2)
 - ▶ Massage (3.2.3)
 - ▶ Aqua Therapy (3.2.4)
 - ▶ Other Spa Treatments (3.2.5)
- Wellness Programs (3.3)

Assessment by Spa		Assessment by Rating Team	
Tick	Mark	Tick	Mark

4. Standard Operating Procedures (SOPs)

- Operational (4.1)
 - ▶ Front Office (4.1.1)
 - ▶ Office Set Up (4.1.2)
- Housekeeping (4.2)
- Human Resource (4.3)
- Employee Handbook (4.4)
- In - House Training Manual (4.5)
- Spa Collateral Guidelines (4.6)
- Code of Ethics (4.7)

Assessment by Spa		Assessment by Rating Team	
Tick	Mark	Tick	Mark

5. Staff

- Position (5.1)
- Qualification of the Staff (5.2)
 - ▶ General Qualification (5.2.1)
 - ▶ Language (5.2.2)
 - ▶ Mode of Greetings (5.2.3)
- Staff Uniform (5.3)
- Medical Examination (5.4)
- Staff Facilities (5.5)
 - ▶ Sanitary Installations (5.5.1)
 - ▶ Staff Pantry (5.5.2)
- Staff Training (5.6)

Assessment by Spa		Assessment by Rating Team	
Tick	Mark	Tick	Mark

6. Qualitative and Aesthetic Requirements

- Function and Aesthetic of all Equipment (including colour and ambience used)
- Local Decoration

Assessment by Spa		Assessment by Rating Team	
Tick	Mark	Tick	Mark

REMARKS

Overall / Comments: (if any)

I hereby declare that to the best of my knowledge and belief all the particulars furnished herein are true.

Signature : _____

Name : _____

Designation : _____

Date : _____

