



MINIMUM REQUIREMENTS FOR STAR RATING FOR SPA

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MARKING FORMAT FOR SPA RATING SCHEME

QUALITY	MARKS
EXCELLENT	9 - 10
VERY GOOD	7 - 8.9
GOOD	5 - 6.9
FAIR	3 - 4.9
POOR	1 - 2.9

SPA CLASSIFICATION

RANGE OF PERCENTAGE (%)	SPA CLASSIFICATION
90 - 100	5 *
75 - 89	4*
60 - 74	3 *
46 - 59	2 *
31 - 45	1 *
30 - Below	Not Qualified

CRITERIA : SPA CLASSIFICATION

NO	CRITERIA	NO OF QUESTIONS	MAX POINTS	WEIGHTAGE	CALCULATING FORMULA
1.	Statutory Requirements	9	90	10%	$(\frac{\quad}{90} \times 10) = a$
2.	Facilities and Equipment's	9	90	25%	$(\frac{\quad}{90} \times 25) = b$
3.	Products, Spa Treatments and Wellness Programs	7	70	30%	$(\frac{\quad}{70} \times 30) = c$
4.	Standard Operating Procedures (SOPs)	8	80	20%	$(\frac{\quad}{80} \times 20) = d$
5.	Staff	9	90	10%	$(\frac{\quad}{90} \times 10) = e$
6.	Qualitative and Aesthetic Requirements	2	20	5%	$(\frac{\quad}{20} \times 5) = f$
TOTAL		43	430	100%	$a+b+c+d+e+f$ per 100

TOTAL

100

MINIMUM REQUIREMENTS FOR STAR RATING OF SPA

NO	CRITERIA	ONE-STAR	TWO-STAR	THREE-STAR	FOUR-STAR	FIVE-STAR
1.	STATUTORY REQUIREMENTS	<p>All Categories:</p> <ol style="list-style-type: none"> 1. Every spa must hold valid and registered business license from Local Authority 2. Every spa must hold valid spa license or its equivalent from the Local Authority as required for operations by law 3. Every spa must qualify within at least one (1) of the Categories of Spa type 4. Every spa must use only registered products and treatment equipment approved by the government 5. Age of employees and qualifications must be in accordance with stipulations by law 6. Every spa must comply to cleanliness standards required by the Ministry of Health and Local Authority 7. Every spa must comply to fire and safety requirements required by the Fire and Rescue Department of Malaysia 8. Foreign therapists/staffs must possess valid working permits 9. Staff entitlements in accordance with stipulations by law (SOCISO, EPF etc.) 				

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2.	FACILITIES AND EQUIPMENTS 2.1 TREATMENT ROOM (Facial, massage, scrub, wrap and etc.)	Provide at least three (3) treatment beds separated by curtains/screens		Provide at least four (4) massage beds or two treatment rooms of standard decoration and fittings	Provide at least four (4) massage beds or two treatment rooms of high standard of decoration and fittings	Provide at least four (4) massage beds or two treatment rooms in a very exclusive surrounding and excellent standard of decoration and fittings	
							Every treatment room is expected to be very clean, well-equipped, well maintained and appealing with appropriate use of sound, lighting and scent and should comply to all government/authority's requirements
	2.2 RECEPTION AREA	Provide a reception counter		Provide a well-appointed reception counter which commensurate with the size of the spa and should provide adequate sitting facilities	Provide a well-appointed and tastefully decorated reception, which commensurate with the size of the spa and should provide comfortable sitting facilities of good standards	Provide a well-appointed and tastefully decorated reception which commensurate with the size of the spa and should provide luxurious sitting facilities of high standards	
							Every reception area must be very clean and appealing with appropriate use of sound, lighting and scent
							Encourage the use of decorations with Malaysian accents like batik and other local decorations
	2.3 PREPARATION AREA/ROOM	Every preparation area/room must be very hygienic and well-maintained					

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	2.4 RETAIL AREA	Recommended	Recommended	Provide a well-appointed retail area	Provide a well-appointed and decorated retail area	Provide an excellent appointed and decorated retail area
	2.5 CHANGING ROOM / LOCKER FACILITY	<ol style="list-style-type: none"> 1. Every spa must provide changing facilities in treatment areas that provide customers with privacy 2. Provide clothes hanger, disposable panties / boxer shorts and slippers 3. Every changing room / facility is expected to be very hygienic and appealing 		<ol style="list-style-type: none"> 1. Every spa must provide changing and locker facilities in treatment areas that provide customers with privacy and security 2. Provide clothes hanger, disposable panties / boxer shorts, sarong / pareo / momo, slippers, shower cap and jewelry box and must be presentably displayed 3. Every changing room/facility must be very hygienic and appealing 	<ol style="list-style-type: none"> 1. Every spa must provide changing and locker facilities in treatment area to provide customer with privacy and security 2. Provide clothes hanger, disposable panties / boxer shorts, kimono / bathrobe / sarong / pareo / momo, slippers, shower cap and jewelry box and must be presentably displayed 3. Provide vanity area equipped with hair comb, hair dryer, mirror and toiletries 4. Every changing room/facility must be very hygienic, appealing and scented 5. Provide laundry bag / basket facility for soiled linen 	

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NO	CRITERIA	ONE-STAR	TWO-STAR	THREE-STAR	FOUR-STAR	FIVE-STAR
	2.6 TOILET	<ol style="list-style-type: none"> 1. Every spa must provide standard toilet with shower facilities with hot water 2. Provide sufficient supply of toilet paper and clean towels 3. Provide sanitary paper towel disposal facility and rubbish bins 		<ol style="list-style-type: none"> 1. Every spa must provide minimum two standard toilets with shower facilities with hot water 2. Provide sufficient supply of toilet paper, toiletries and clean towel 3. Provide sanitary paper towel disposal facility and rubbish bins 	<ol style="list-style-type: none"> 1. Every spa must provide minimum two standard toilets with hot water shower facilities in separate cubicle/long bath 2. Provide sufficient supply of toilet paper, toiletries and clean towel 3. Provide sanitary paper towel disposal facility and rubbish bins 	<ol style="list-style-type: none"> 1. Every spa must provide minimum two standard toilets with hot water shower facilities in separate cubicle/long bath 2. Provide vanity counter with mirror and hair dryer with grooming accessories 3. Provide sufficient supply of toilet paper, toiletries and clean towel 4. Provide sanitary paper towel disposal facility and rubbish bins
	2.7 SAUNA / STEAM / LONG BATH / OTHER WATER-BASED TREATMENTS	Provide at least one water based treatment			Provide at least two of three facilities for water-based treatments one of which is using long bath or other bath facilities is compulsory	

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	2.8 SPA MENU / BROCHURE	All categories: Every spa must provide complete spa menu/brochure with price for customers to decide on treatment/package option <ol style="list-style-type: none"> 1. Facials 2. Body Massages 3. Body Wraps 4. Body Scrubs 5. Water Treatments 				
	2.9 CREDIT CARD SERVICE	Recommended	Recommended	Credit Card facilities available: Acceptance of major/international Credit/Charge card		
3.	PRODUCTS, SPA TREATMENTS AND 3.1 TREATMENT PRODUCTS (Skincare, body care, hair care, massage oil, foot care, hand care and etc.)	Offer a basic range of treatment products			Offer a wide range of good quality treatment product	Offer a wide range of premium exclusive treatment products
		Every product must be registered with the government				
		Therapists should provide consultation to clients on treatment products and answer to any inquiries accordingly where applicable within the guidelines set out by the Ministry of Health				
	3.2 SPA TREATMENT S	Every treatment must be performed by a certified/qualified therapist according to law when applicable				
	3.2.1 Facials	Offer at least one type of facial treatment			Offer at least three or more types of facial treatment	
		Facial methods and applications must be performed safely and using products registered with Ministry of Health.				
		Facials using fresh vegetables and fruits stored and prepared in hygienic condition are allowed				
	3.2.2 Bodyworks	All Categories: Every spa must offer the complete range of body treatments (body massage, body scrub, body wrap)				

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	3.2.3 Massage (Traditional, Swedish, Shiatsu, Thai, Balinese and etc.)	Offer at least two (2) types of full body massage			Offer at least three (3) types of full body massage	Offer more than three (3) types full body of massage including a signature massage
	3.2.4 Aqua Therapy (Balneotherapy, steam, sauna, Jacuzzi, long bath and Hydrotherapy and etc.)	Offer at least one type of aqua therapy treatment		Offer 2 or more aqua therapy treatments one of which offered must be in a long bath or other types of bath		
	3.2.5 Other Spa Treatments (Waxing, hand spa, foot spa, hair spa and etc.)	Recommended	Recommended	Offer at least one other type of spa treatment	Offer at least 2 or more types of other spa treatments	
	3.3 WELLNESS PROGRAMS	Not compulsory but if such wellness programs/therapies are offered; it must be supervised/performed by certified/qualified instructor and meet all requirements as stipulated by laws. If such wellness programs/therapies are offered, extra marks can be considered for the rating				
		All therapies are meant for wellness only and not as a medical treatment				
4.	STANDARD OPERATING PROCEDURES (SOPs) 4.1 OPERATIONAL	All Categories Spa must provide operational manual which covers the following:- <ol style="list-style-type: none"> 1. Openings and Closing 2. Reception Procedures 3. Payment Procedures 4. Guest Records 5. Security & Safety 6. Employees Record 7. Basic Treatment Protocol 8. Grooming, Cleanliness and Hygiene Standards 9. Linen Up keep 10. Repair & Maintenance 11. Equipment Safety 12. Sexual Harassment 				

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	4.1.1 Front Office	Recommended			The manual covering front office and spa set up should include the following: <ol style="list-style-type: none"> 1. Meet and Greet Guests 2. Appointments and bookings 3. Payments and cashiering 4. Retail area – products display 5. Waiting lounge 	
	4.1.2 Office Set up	Recommended			The manual covering spa set up should include the following: <ol style="list-style-type: none"> 1. Back office set up 2. Dry and wet treatment room set up 3. Relaxation lounge 4. Treatment product preparation set up 5. Preparation room set up 	
	4.2 HOUSEKEEPING	Well-recommended			The manual covering housekeeping should include the following: <ol style="list-style-type: none"> 1. Cleanliness & Hygiene 2. Linen upkeep 3. Repair & Maintenance 	
	4.3 HUMAN RESOURCE	Well-recommended			The manual covering human resource should include the following: <ol style="list-style-type: none"> 1. Organizational chart 2. Job description and relevant qualifications 3. Recruitment Process 4. Employment documents 5. Staff Training and Development 6. Employee Hand book 7. Manning Guide 8. Staff Welfare 	

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	4.4 EMPLOYEE HANDBOOK	Well-recommended			<p>The employee handbook should include the following:</p> <ol style="list-style-type: none"> 1. Safety and security(emergency situations and first aid implementation) 2. Employee arrival and departure 3. Rostering 4. Leaves 5. Personal Communication(log book) 6. Employee and client access 7. Public and non-public area 8. Operation equipment and system 9. Upholding confidential information and non-disclosure policy 10. Grooming 11. Lost and found 12. Employee's/family's/friend's benefits 13. Employee meeting and communication 14. Gratuities 15. Dos and don'ts 	
	4.5 IN-HOUSE TRAINING MANUAL	Well-recommended			<p>The in-house training manual should include the following:</p> <ol style="list-style-type: none"> 1. Introduction 2. Personal Grooming Standard 3. Spa Vocabulary related to spa treatment 4. Spa Recipe for the fresh ingredients (if applicable) 5. Spa Treatment according to treatment menu 6. Product knowledge 7. Equipment Care & Usage 8. Customers Service 9. Selling and up selling skills 	

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	4.6 SPA COLLATERAL GUIDELINES	The spa collateral guidelines should include the following: <ol style="list-style-type: none"> 1. Logo 2. Letter head 3. Business cards 4. Spa menu 			The spa collateral guidelines should include the following: <ol style="list-style-type: none"> 1. Logo 2. Letter head 3. Business cards 4. Spa menu 5. Gift voucher 6. Media kit folder 7. Web site 8. Promotional collateral 9. Others 	
	4.7 CODE OF ETHICS	All Categories: Every spa must comply with Code of Ethics required by the government policy/regulation in order to sustain good image of the spa industry. <p>Clients</p> <ol style="list-style-type: none"> 1. To respect the spa regulations stipulated by the operator 2. To comply with safety and security regulations 3. To treat the spa therapists with respect 4. Not to request for any treatment not within the spa treatment menu 5. Not to break any laws within the premise <p>Staffs</p> <ol style="list-style-type: none"> 1. To practice decorum with the clients at all time 2. To follow and implement according to the SOPs at all time 3. Not to break any laws within the premise 4. Not to offer and perform any treatments not within the spa treatment menu 5. To respect the clients and fellow workers 				

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5.	STAFF 5.1 POSITION	Each spa must consist at least: 1. Supervisor 2. Spa therapists		Each spa must consist at least: 1. Assistant Manager 2. Supervisor 3. Spa therapists	Each spa must consist at least: 1. Spa Manager / Assistant Manager 2. Trainer (Internal/External) 3. Customer Service/Front Desk 4. Spa Therapists 5. Supervisor						
							The ratio of foreign worker must be in accordance with stipulations by law				
							Number of staff should commensurate to the size of operation and quality of staffs is most important				
	5.2 QUALIFICATION OF THE STAFF 5.2.1 General Qualification	All Categories: 1. Spa therapist must be certified as per government policy 2. Supervisory positions and above must be certified as per government policy with minimum of two years working experience.									
	5.2.2 Language	All Categories: Bilingual receptionist should be at least proficient in Bahasa Malaysia and English, or with one other languages that corresponds to the predominant clientele									
	5.2.3 Mode of Greetings	All Categories: Staffs should greet customers by using any form of greetings (according to local / national / international cultures) and are attentive in order to reflect the spa environment at all time. Malaysian culture is preferred.									

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	5.3 STAFF UNIFORM	All Categories: 1. Staffs (therapist, masseur, receptionist, back of house) should wear clean, comfortable, practical and decent uniforms with sleeves, no tight fittings and length should fall below the knee. 2. Designs should reflect designs of the local / national / international cultures and tradition and requirements of the spa industry.				
	5.4 MEDICAL EXAMINATION	All Categories: All Staffs that perform treatments to clients are required to be medical examined yearly and comply with health authority requirements and the report should be compiled for reference.				
	5.5 STAFF FACILITIES	Must provide staff locker and changing room			Must provide separate and adequate and hygienic sanitary facilities for staffs (toilet, wash-basin, shower, bathroom and etc.)	
	5.5.1 Sanitary Installations	Recommended			Staff pantry to be provided and must be very clean and well-maintained and commensurate to the number of staffs	
	5.5.2 Staff Pantry 5.6 STAFF TRAINING (Therapist, Front liner, Management)	All Categories: All therapists must be appropriately trained and must receive continuous spa training/on-going spa training (treatment, massage, grooming and etc.) with certification endorsed by the government/as per government's stipulated requirements				

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6.	<p>QUALITATIVE AND AESTHETIC REQUIREMENTS (The function and aesthetic are based on all equipment i.e. furniture, soft furnishing, products, decoration, treatment room, public area, fittings and etc.)</p> <p>NOTE: Safe refers to all legal requirements for safety i.e. certified products and equipment, qualified therapists and masseurs and etc.</p> <p>Function: Use of space, seating, capability, operational needs</p> <p>Colour: Reflection and use of lights, colour scheme and combination</p> <p>Aesthetic: Style character emphasis (design feature)</p> <p>Ambience: To create an aesthetically pleasing spa environment, scented and fulfilling the four (4) senses of sight, sound, smell and touch.</p>	<p>Safe, functional. Standard quality and well maintained</p>	<p>Safe, functional, good quality and well maintained</p>	<p>Safe, functional, very good quality and well maintained and of good taste</p> <p>Local / international elements and appropriate decoration in common areas</p>	<p>Safe, functional, high quality and taste and well maintained</p> <p>Local/ international elements and appropriate decoration in common areas</p> <p>Local decoration in treatment rooms when appropriate and meet international standards</p>	<p>Safe, functional, highest quality and taste and well maintained</p> <p>Local/ international elements and appropriate decoration in common areas</p> <p>Local decoration in treatment rooms when appropriate and meet international standards</p> <p>Good attention given to details</p>
<p>Every spa to offer an appealing ambience with appropriate use of sound, lighting and scent, well-equipped, well-maintained and clean</p>						