



**KEMENTERIAN PELANCONGAN DAN KEBUDAYAAN MALAYSIA**  
(Ministry of Tourism & Culture Malaysia)

**GUIDELINES FOR FOOT MASSAGE CENTRE  
CLASSIFICATION**

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## FOOT MASSAGE CENTRE CLASSIFICATION

RANGE OF PERCENTAGE (%)	FOOT MASSAGE CENTRE CLASSIFICATION
90-100	Platinum
75-89	Gold
50-74	Silver
49 below	Not Qualified

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
1.0	STATUTORY REQUIREMENTS	<p data-bbox="528 364 812 406"><b>All Categories:</b></p> <ol data-bbox="528 464 1968 963" style="list-style-type: none"><li data-bbox="528 464 1968 549">1. Every foot massage centre <b><u>must hold registered business license</u></b> from the Local Authority and any other license required for operations by law</li><li data-bbox="528 556 1968 642">2. Age and qualification of employees <b><u>must be in accordance with the labour laws</u></b></li><li data-bbox="528 649 1968 749">3. Every foot massage centre <b><u>must comply</u></b> with the Ministry of Health, Local Authority and Fire and Rescue Department of Malaysia requirements</li><li data-bbox="528 756 1968 856">4. Every foot massage centre's ambience <b><u>must comply</u></b> with the Ministry of Tourism requirement</li><li data-bbox="528 863 1968 913">5. <b><u>Operational hours</u></b> according to what has been approved by Local Authority</li><li data-bbox="528 921 1968 963">6. Foreign foot massage therapists must possess <b><u>valid working permits</u></b></li></ol>		

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
2.0	FACILITIES	<ul style="list-style-type: none"> <li>○ Open space</li> <li>○ Provide <b>minimum of 6 massage chairs</b></li> <li>○ Allocate a minimum area of <b>50 sq. ft. per chair</b></li> <li>○ Provide <b>at least one toilet</b> in the premise</li> </ul>	<ul style="list-style-type: none"> <li>○ Each <b><u>foot massage room</u></b> to have a <b>minimum of 6 massage chairs</b></li> <li>○ Allocate a minimum area of <b>65 sq. ft. per chair</b></li> <li>○ Provide <b>more than one toilet</b> in the premise</li> </ul>	<ul style="list-style-type: none"> <li>○ Each <b><u>foot massage room</u></b> to have a <b>minimum of 6 massage chairs</b></li> <li>○ Allocate a minimum area of <b>80 sq. ft. per chair</b></li> <li>○ <b><u>Attached toilet</u></b> to each room</li> </ul>
<p><b>All foot massage centre should be well-maintained and clean at all times</b></p>				

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
	<b>2.1 RECEPTION AREA</b> (Reception counter, waiting area and shoe storage)	<ul style="list-style-type: none"> <li>Provide a <b>basic</b> reception counter</li> <li>Provide comfortable <b>waiting area</b> that is suitable with the size of the Centre</li> <li>Provide <b>shoe cabinet</b></li> </ul>	<ul style="list-style-type: none"> <li>Provide a <b>well-designed</b> reception counter</li> <li>Provide comfortable and spacious <b>waiting area</b> that is suitable with the size of the Centre</li> <li>Provide <b>shoe cabinet</b></li> </ul>	<ul style="list-style-type: none"> <li>Provide a <b>well-designed</b> reception counter of premium quality</li> <li>Provide a spacious and luxurious <b>waiting area</b> that is suitable with the size of the Centre</li> <li>Provide <b>shoe cabinet</b></li> <li><b>Credit card facilities to be made available</b></li> </ul>
<p>Provision of a Retail area is <u>subjected to the approval of the Local Authorities</u>            Foot massage centre must provide <u>hygienic slippers</u> to customers</p>				
	<b>2.2 FOOT MASSAGE AREAS</b>	<ul style="list-style-type: none"> <li>Provide clean <b>preparation room</b></li> <li>Clean and well set up <b>chair</b></li> <li>Provide <b>foot washing facilities</b></li> <li>Provide <b>sufficient linen</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Recliner chair</b> (adjustable) plush/high standard</li> <li><b>Store area</b></li> <li>Provide well-equipped and hygienic <b>preparation area</b></li> <li>Provide area specially fitted for <b>foot bath</b> with hot and cold water</li> </ul>	<ul style="list-style-type: none"> <li><b>Recliner chair</b> (adjustable) plush/high standard</li> <li><b>Store area</b></li> <li>Provide well-equipped and hygienic <b>preparation area</b></li> <li>Provide <b>private room</b> specially fitted for <b>foot bath</b> with hot and cold water</li> </ul>
<p>All foot massage centre to provide hot and cold running water</p>				

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
3.0 3.1	STANDARD OPERATING PROCEDURES (SOPs) OPERATIONAL		Foot Massage centre must provide <u>operational manual</u> that covers:- 1. Opening and Closing Times 2. Reception Procedures 3. Payment Procedures 4. Customer Records 5. Security & Safety 6. Employees Records 7. Basic Treatment Protocols 8. Cleanliness & Hygiene 9. Linen Upkeep 10. Repair & Maintenance 11. Staff Grooming and Uniforms 12. Equipment Safety	

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
3.2	IN-HOUSE TRAINING MANUAL	Provide <u>in-house training manual</u> for foot massage therapists		
4.0	SCOPE OF PRACTICE (Foot Massage)	<b>All Categories:</b> <ol style="list-style-type: none"><li>1. Foot Massage covers <b>areas below the knee.</b></li><li>2. Foot Massage should only be done <b>by hand</b></li><li>3. No <b>medical diagnosis and prescription.</b></li><li>4. Foot Massage only meant for <b>wellness, pampering and lifestyle.</b></li></ol>		