



New Standard Operating Procedure (COVID-19) - Updated 10.28.2020

Safety of guests and employees are our highest priority.

This SOP is SPA ayualam's safety plan and explains procedures of operations.

It must be posted in spa entrance and spa reception to make sure all guests and employees are fully aware of the importance of safety and compliance with this guideline.

WHEN EMPLOYEE CLOCKS IN	
Check employee's temperature before clock in and record in log. 100°F +, don't clock in and call manager	Receptionist
Change into laundered uniform (Employees are not allowed to come to work in Uniform)	All employees
Wear face mask and face shield at all times	All employees

AT OPENING	
Make sure spa facility is cleaned by housekeeper. If not, call housekeeping office	Receptionist
Make sure hand sanitizer is installed inside entrance and at reception	Receptionist
Make sure there is no unnecessary materials in lobby (Magazine, product sample, paper brochure etc.)	Receptionist
Store delivered linens in closed cabinet. If it cannot be accommodated in the cabinet, keep them in plastic bag (don't open)	Therapist

TAKING AN APPOINTMENT	
No Facial, Herb Tent or Flower Bath until further notice. * If guest books a package including any of these, offer guest to change it to any body treatment	Receptionist
No back to back (Both therapist and treatment room). There should be 30min or more between each appointments	Receptionist
Adhere to DPHSS's capacity limit Hilton location: 100% capacity 8 guests / 75% cap. 6 guests / 50% cap. 4 guests / 25% cap. 2 guests at a time Nikko location: 100% capacity 12 guests / 75% cap. 9 guests / 50% cap. 6 guests / 25% cap. 3 guests at a time	Receptionist

WHEN GUEST ARRIVES	
Ask guest if she/he has reservation. If not, no entry	Therapist (Alternate: Receptionist)
Make sure guest wears face mask. If not, offer complimentary mask from spa stock	Therapist (Alternate: Receptionist)
Check guest's temperature. 100°F +, no entry	Therapist (Alternate: Receptionist)
Check in guest one by one (Use sanitized pen from reception's UV sterilizer)	Receptionist
Ask guest to fill in COVID-19 questionnaire in addition to regular medical questionnaire. (Use sanitized pen from reception's UV sterilizer) If there is YES in COVID-19 questionnaire, call manager	Nikko: Therapist Hilton: Receptionist
Suspend oil choice. If guest has allergy, offer unscented oil	Receptionist
Escort guest directly to treatment room and open the door (Limit one guest per room. No sharing)	Therapist (Alternate: Receptionist)
Sanitize entrance door knob, laminated menu, credit card terminal, computer surface and counter top	Receptionist
Wash or sanitize hands after transaction	Receptionist

BEFORE TREATMENT	
Cover head rest with disposable headrest cover	Therapist
If massage table is torn or cracked, cover it with plastic	Therapist
Make sure hand sanitizer is installed inside treatment rooms	Therapist
Make sure Rapotec disinfect solution (Pink liquid) is installed inside treatment rooms	Therapist
Cover pillow with plastic (paraffin) - Maternity treatment	Therapist

DURING TREATMENT	
Tell guest to wash or sanitize hands after changing	Therapist
When guest is ready, wash hands for 20seconds with soap in treatment room	Therapist

AFTER TREATMENT	
Serve tea in treatment room	Therapist
Bring back oil bottles to Prep room and sanitize	Therapist
Sanitize safety box, closet handle, faucet, light switch, door knob, chair and table	Therapist
Remove bed sheet and sanitize massage table	Therapist
Dispose headrest cover and sanitize head rest	Therapist
Sanitize all reusable items (Plastic sheet for cream bath etc.)	Therapist
Bring used linens to laundry basket. Make sure the basket is closed after use (Don't keep it open)	Therapist

CLEAN REST ROOMS	
Clean and disinfect after each use - Doorknob, light switch, faucets, flash handle, rim of toilet cover, toilet seat	Receptionist
Make sure backup toilet tissues are stored in closed box	Receptionist
Make sure trash can is placed near door	Receptionist
Refill paper towel	Receptionist

TAKING A BREAK	
Take a break one by one. Don't take together with other employee (as much as possible)	All employees
Keep 6ft distance in break room	All employees
Max 2 people in break room at a time	All employees

AT CLOSING	
Clean Prep room	Therapist
Clean reception	Receptionist
Used laundry should be handled with colored glove (Single use). Don't shake the used linen and laundry basket	Therapist