

Massage Studio

Important Contact Information

Name: Jane Doe Cell: 111-111-1111 Email: j@j.com

Schedule: M-F 8am-3pm

Memberships and Package info:

60 minute session: Single \$95, package of 4 \$328, Membership: 80 monthly

Add 90 minute session: Single \$140, package of 4 \$508, Membership \$125 a month

Current discounts:

\$20 off first timer special

Happy hour \$70

*discounts cannot be combined and are 1 use per person

Massage Studio

Opening/Closing Checklist

Opening:

- Unlock both doors to the studio
- Put one A-Board Sign on the street with the arrow pointing toward the door and the other in the parking lot side by the last window of the emat (between window and outer bathroom door but don't block sidewalk) with the arrow pointing toward the back door
- Turn on light switches by the front and back doors, turn on fountain and make sure it has water, put music and aromatherapy on in lobby
- Take Ipad, phone and computer out of the closet and prepare reception area
- Fill Water and nuts and candles-don't forget to light the candle by the room you are in to alert people that a session is in progress
- Check to make sure you have plenty of linens for the day (if we are running low please text or email the manager)
- Clean and tidy space and bathroom as needed-be as detail oriented as possible
- Prepare your room for the day by putting water in stones etc...
- Check phone messages and return calls and text messages
- Check and return emails

Throughout the day:

- [Checking in new clients](#)

- [Customer service recommendations](#)
- Lock the front door when you are in a session if you are the only one in and/or if no one will be manning the front desk, you can put electronics in back empty room if you like while you are in session
- Ask each client if they would like to reschedule letting them know about any specials, memberships etc.. as well as offering them advice on future treatment.
- Make sure the bathroom door to the outside stays unlocked and the bathroom door to our space stays locked when clients are not in it. check it often throughout the day for cleanliness and restock hand towels, toilet paper etc... as needed

Closing

- Fill out all formula notes/SOAP notes, logs and insurance info before leaving.
- If you are the last one out Turn off lights, fountain, music and aromatherapy.
- Shut down computer and Ipad, put in Biggie closet on chargers along with studio phone put change envelope on top of computer
- Close down the room you have been using: ie. clean all equipment used, turn off sauna, stones, fan and bamboo, re-make table and turn off all lights
- Make sure the other room has been shut down properly if you are the last one out.
- Wash all dishes
- Sweep or swiffer the floors and spot mop or vacuum (in empty room) as needed
- Check to make sure bathroom is clean and tidy (including sink, glass surfaces), re-check to make sure doors are locked/unlocked as they should be
- Check to make sure reception area is clean and tidy including the desk (windex as needed), put reception desk back against the half wall and rolling chair into the storage area.
- Return all emails, texts and phone messages
- If we are running low on anything please text or email Manager
- Record your sales in the log, leave any cash/checks in the "cash/checks" envelope in the safe
- Take out trash as needed
- Turn off all lights
- Bring in A-Board Signs.
- Lock both doors (deadbolt back door when you leave)
- Have a safe trip home:)

Policies

Calling in Sick:

If you are sick please send an email to all appropriate staff members to see if someone can cover for you as soon as you know that you may not be able to make it in! Let the manager know as soon as humanly possible! We do not want you to come to work sick and will try to find someone to fill in for you or we will reschedule your clients for the day. If you know you will

need to miss a day in advance please close the day off on your online schedule. If you need to miss a day for any reason other than being sick please contact the team to find a replacement or reschedule your clients for another day offering them a free add on foot treatment or half hour at your expense. Thank you.

Payments:

Independent contractors and employees will be paid on the 15th and last day of the month by check according to the daily log. Independent contractors and sub lessors are responsible for all taxes and city fees. Sub-leasees will be paid on the Last Thursday of every month according to the daily log by check and are responsible for all taxes. If there is a discrepancy in paid amount please notify the manager immediately.

Boundaries with Clients:

You agree not to compromise your relationship with your clients by crossing ethical boundaries in accordance with Oregon law. We trust that you will make appropriate decisions for your own safety as well as your clients and you may refuse service at any time. If you need to end a treatment due to inappropriate behavior please alert the client and let them know that they need to dress, pay for their appointment and leave the building within 20 minutes. Leave the room and call the manager immediately. If the client does not comply or you feel unsafe in any way call the police. We ask that you not give clients your personal information and do not “friend them” on social media. If they request you as a friend on social media please direct them to our business page or a professional profile page of your own.

Dress:

We do not currently have a uniform and we will trust you to dress appropriately and professionally at all times. If we do not approve of your attire we reserve the right to ask that you not wear it again.

Appointment timing:

Please book only within your allotted time keeping in mind that if your shift ends at 3pm someone else's begins at 3pm and you will need to have it completely free and ready for them. If you would like to book time outside of your allotted shift you may send an email to everyone asking to rent the time from them. The charge will be \$25 per hour for hours rented.

Disputes:

If you have an issue with any other person on the team please try to resolve it directly and peacefully. If you cannot please contact the manager to set up mediation.

Cleanliness and following of expectations:

We do expect that you will follow the guidelines that have been laid out for you and if we see that you are not we will have a conversation about it. Cleanliness and customer service are on the top of the priority list at Massage Studio. Please keep the space and your interactions with clients as close to perfect as possible. If the issue is not resolved after three conversations you

may be asked to leave your role at Massage Studio. If the issue compromises the safety or well-being of any fellow team members, equipment and/or clients we will terminate your contract and ask you to leave immediately.

Insurance Quick Guide: 1. Clients should always have their insurance verified by management to ensure that their insurance covers massage and we know what their co-pay is before they come in, if they don't they will have to pay in full for their visit and use it at the next visit after they have verified it. 2. Clients must pay their copay and extra fees at the time of their visit. This will be located in the therapist's notes section of their profile. 3. You must write and send soap notes to insurancebillingmassagestudio@gmail.com within 24 hours of completing a visit with the insurance client to get paid for their visit.

Policy about clients of Massage Studio:

If you had clients that followed you or you brought to Massage Studio you are of course welcome to invite them to see you at outside of Massage Studio. With all other clients we would appreciate it if you would not offer them appointments at your own or other locations unless they directly ask you what your availability is outside of Massage Studio. With that being said we do not feel that it is appropriate to tell Massage Studio clients about your own practice unless the subject naturally comes up in conversation and again please only offer them info and appointments if they ask. We have worked (and still are working) super hard to build this business and though we don't begrudge anyone else's success we do expect that our efforts won't be undermined. Obviously some clients of Massage Studio may find you on their own or whatever the case may be, just communicate with us when these things come up and all will be well. *please see boundaries with clients above as well.

Appointments:

We expect that you will do your best to book appointments for everyone including yourself during each shift. If you have down time please answer the phone and make yourself readily available to take new appointments. *Please arrive at least 30 minutes prior to your appointments!

Marketing:

We expect that you will participate in most marketing events unless there is something pressing that requires your attention and you have made arrangements in advance

Confidentiality:

Client, service and all other information is the sole property of Massage Studio and is not to be shared or misused in any way. Doing so will result in immediate termination..

Failure to comply with the above mentioned policies and procedures will result in the following: first offense: verbal warning, second offense: written warning, third offense: termination

Enjoy your job and have fun. We get the joy of making people feel great:)

