

Standard Operating Procedure

The Standard Format for All Core SOPs

Document Title:

Document ID:

Version

Effective Date:

Owner:

Review Date:

Classification:

1. PURPOSE

2.SCOPE

3.DEFINITION

4.ROLES & RESPONSIBILITY

5. PROCEDURE STEPS

Step	Action Description	Responsible	Tool/Form	Acceptance Criteria
1				
2				
3				

6. SAFETY & STOP SERVICE RULES

7. RECORDS / EVIDENCE

8.REFERENCES (STANDARD)

Record Name	Storage

Standard Operating Procedure

The Standard Format for All Core SOPs

Document Title: <i>Client Intake & Contraindications</i>		Document ID: <i>A001</i>	Version <i>1.0</i>
Effective Date: <i>6 Mar 2026</i>	Owner: <i>Spa Manager</i>	Review Date: <i>6 Mar 2026</i>	Classification: <i>Standard Practice</i>

1. PURPOSE

To ensure every guest is screened for health risks (contraindications) before a service begins, ensuring safety and adapting treatments to their needs.

2.SCOPE

Applies to all Front Desk staff and Therapists responsible for the reception and initial screening of wellness guests.

3.DEFINITION

Contraindication (Red Flag): A specific condition (e.g., Fever, Recent Surgery, Pregnancy) that makes a particular treatment potentially inadvisable for a guest.

4.ROLES & RESPONSIBILITY

Front Desk - Explain and provide the health intake form to guests.
Therapist - Review flags and conduct health consultation.
Manager - Sign off on modified treatments or service denials.

5. PROCEDURE STEPS

Step	Action Description	Responsible	Tool/Form	Acceptance Criteria
1	Greet guest and provide the 'ASEAN Health Intake Form'.	Front Desk	Service Form A.1	Filled all information
2	Check for Red Flags (Fever, Blood Pressure, Pregnancy).	Therapist	Red Flag Sheet	Form signed by therapist
3	Escalate to Manager if contraindications are present.	Therapist	Escalation Log	Safety confirmed/denied

6. SAFETY & STOP SERVICE RULES

STOP IF: Guest has fever $>38^{\circ}\text{C}$, is in first trimester (if unspecified massage), or has uncontrolled high blood pressure.

7. RECORDS / EVIDENCE

Record Name	Storage
Guest Health Record	Front Desk Cabinet

8.REFERENCES (STANDARD)

ASEAN Spa Standards 2016, Internal Quality Policy 04

90-Day Implementation Planner

A checklist to get you from *Zero* to *Certified*

Business Name	Target Standard/Seal	
-----	-----	
Quality Focal Point	Start Date:	Target Audit Date:
-----	-----	-----

Phase 1: Baseline (Days 1-15)

☐	Appoint " Quality Focal Point " (Person responsible).
☐	Conduct Gap Audit using the self-assessment tool.
☐	Create the " Evidence Binder " (Physical folder or Google Drive).

Phase 2: Build & Train (Days 16-45)

☐	Customize and print the 10 Core SOPs .
☐	Start using the Daily Room Turnover Log
☐	Label all decanted oil bottles with Batch Number and Expiry .
☐	Hold Staff Training: " Hygiene & Red Flags " (Keep sign-in sheet).

Phase 3: Verify (Days 46-75)

☐	Run a " Mock Audit " (Ask a peer to inspect your logs).
☐	Fix any gaps (e.g., missing signatures, unlabeled bottles).
☐	Submit application to Certification Body (ISO/ASEAN badge).

Phase 4: Live (Days 76-90)

☐	Final Assessment by certifying body.
☐	Close any Non-Conformities (NCs) found during audit.
☐	Add "Certified" badge to website, menu, and front entrance.

Clinical Linkage Pack

JCI Alignment & Medical Referrals

The "Red Flag" Cheat Sheet (Laminate for Staff)

STOP SERVICE AND CALL MANAGER IF GUEST HAS:

-  Fever (>38°C)
-  Chest Pain or Shortness of Breath
-  Recent Surgery (unhealed incisions)
-  Swelling/Heat in legs (DVT Risk)
-  Dizziness or Confusion

Immediate Protocol:

1. Stop Safely
2. Monitor
3. Inform Manager
4. Call Partner
5. Log Incident

The Referral / Handover Form

From (Facility):

To (Hospital/Clinic):

Patient/Guest Name:

Date/Time:

Reason for Referral:

- ☐ Abnormal Vital Signs (BP: ____ / ____)
- ☐ Guest reported pain/discomfort at surgical site.
- ☐ Allergic reaction
- ☐ Other _____

Staff Name/Signature

Manager Approval

Marketing "Claim Scrubber"

Safe & Compliant Wellness Messaging



Use this guide to ensure your social media, website, and menus do not make illegal medical claims. Wellness is about balance and support, not curing disease.

 Do Not Say (Risky / Medical)	 Do Say (Safe / Wellness)
<i>"Cures insomnia"</i>	<i>"Supports restful sleep"</i>
<i>"Treats back pain"</i>	<i>"Soothes tension and discomfort"</i>
<i>"Medical-grade detox"</i>	<i>"Refreshing and cleansing"</i>
<i>"Heals arthritis"</i>	<i>"Improves mobility and relaxation"</i>
<i>"Doctor recommended"</i>	<i>"Professional wellness service"</i>



Mandatory Website/Menu Footer:

"Our services are non-medical wellness experiences designed to support relaxation and balance. They complement medical care and do not replace advice from licensed clinicians."



Marketing Team Checklist:

- Are we avoiding words like "Heal", "Cure", or "Treat"?
- Is the mandatory disclaimer visible on all menus?
- Are all therapist certifications up to date in the lobby?