|  |  |  |  |
| --- | --- | --- | --- |
| LEARN AND WORK ASIGNMENT  (LWA)  C:\Documents and Settings\User\My Documents\My Pictures\sldn's logo.jpgC:\Documents and Settings\User\My Documents\My Pictures\JPK's logo.jpg | | | |
| NOSS  (CODE NOSS) | SPA THERAPY  (MP-061-3:2012) | | |
| Competency Unit Title  (CU CODE) | SPA GUEST RELATION SERVICES AND PROMOTION  (MP-061-3:2012 (C02)) | LEVEL | 3 |
| Competency Unit Descriptor | This competency unit describes the skill, knowledge and attitude requirements in guest relation services to ensure front office operation and services of SPA has been satisfied and encourage guest in accordance with Standard Operating Procedure (SOP) of spa operation.  The person who is competent in guest relation services shall be able to prepare spa promotion and guest relation service materials, tools and equipment, perform guest relation services, perform spa promotion, assess spa promotion and guest relation service performance and report spa reservation status | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Spa Guest Relation Services and Promotion

DURATION: 280 HOURS

1. SETTING GOAL

You are required to perform spa guest relation services and promotion activities based on performance criteria below:

1. Services, product, promotion materia~~l~~ and benefit of the treatment and facilities of the spa are listed and interpreted in accordance with regulatory bodies, spa association and premise rules and regulation.
2. Spa promotion and guest relation service materials, tools and equipment are prepared and arranged according to company requirements.
3. Guest greets appropriately and determined their requirements for product and services.
4. Explanation on product, facilities and services provided according to SOP.
5. Good communication skill applied.
6. Problems (complaint) identified and managed according to organisation /premises procedures.
7. Guest enquiries and reservation are attended, recorded and acted according to SOP.
8. Guest has been explained about products, facilities and services selection for treatment according to SOP.
9. Guest’s need and requirements are evaluated in accordance with organisation policies, procedures and SOP.
10. Numbers of reservation are checked according to daily target.
11. Spa guest reservation report is submitted to superior.
12. Guest’s need and requirements are evaluated in accordance with organisation policies, procedures and SOP.
13. Numbers of reservation are checked according to daily target.
14. Spa guest reservation report is submitted to superior.
15. PLANNING

You are required to plan activities to achieve listed setting goal of performing spa guest relation services and promotion activitiesby using resources listed below:

* 1. Identify spa guest relation services and promotion tools, materials and equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO (TEM : Trainees) |
| 1. Product sample 2. Spa Menu 3. Flyer 4. Customer feedback form 5. Discount and gift voucher 6. Promotional information 7. Consultation form 8. Reservation book 9. Telephone 10. Fax machine 11. Stationary 12. Refreshment 13. Spa uniform 14. PPE 15. Guest reservation report format | 1:1  1:1  1:1  1:1  As required  As required  1:1  1:1  1:10  1:25  As required  As required  1:1  1:1  1:1 |

* 1. Refer to references below as a guidance to perform this activity.

|  |
| --- |
|  |
| REFERENCES |
| 1. Woon Joon Lian , Chin Wee Kin , Nawawi bin Mohd Jan, (2005) Persolekan Tingkatan 4 dan 5 , Dewan Bahasa dan Pustaka. ISBN: 983 – 62 – 8664 – 0 2. Dr. Hamdan Mohd Noor, (2004) Panduan Asas Pertolongan Cemas, Penerbitan Pelangi Sdn. Bhd. ISBN: 983 – 00 – 1184 – 4. 3. T-Spa Centre (DrT) (2009/2010), Panduan Asas Spa (Hideoterapi) Dan Perspektif Sains Manidan Profesional (Balneologi) 4. Erica Miller (1996) Day Spa Techniques , Milady Publishing , ISBN: 1-56253 – 261 – 8 5. Mo Rosser , (2005) , Body Therapy and Facial Work , Second Edison , ISBN: - 10 : 0 340 74232 1 6. Tan Meng Kwang , Ultrasonic Hydrotherapy What, Why & How It Heals. ISBN: 978 – 981 – 08 – 2309 - 2 7. Hajjah Sharifah Umi Kelesom Syed Mohamed Zin (2009) Urut Tradisional Melayu Warisan Opah Umi , Utusan Publications & Distributor Sdn. Bhd. ISBN: 978 – 967 – 61 – 2273 - 5. 8. Helen Beckmann and Suzanne Le Quesne, (2005), The Essential Guide to Holistic & Complemetary Therapy, Thomson Learning, ISBN: 1-84480-026-1. 9. Joan Scott & Andrea Harrison, (2006), Thomson Learning, SPA, The Offical Guide to Spa Therapy at Level 2 & 3, ISBN-13: 978-1-84480-312-5, ISBN-10: 1-84480-312-0 10. Jane Crebbin – Bailey, Dr John Harcup and John Harrington, Thomson learning , ISBN-13 : 978-1-86152-917-6, ISBN-10 : 1-86152-917-1 |

* 1. Refer to guest relations procedure as listed in Standard Operations Procedure and execute promotion activities set by the Spa

1. DESION MAKING

You are required to get coach approval before spa guest relation services and promotion activities.

1. EXECUTE & MONITORING

You are required to perform spa guest relation services and promotionactivities according to steps below:

1. Determine type of spa services & promotion, product & spa retails, spa refreshment and facilities according to guest services SOP.
2. Determine guest relation personal appearance, presentation, grooming (verbal, non verbal presentation) according to guest services SOP
3. Determine method & technique of acquiring guest treatment requirement.
4. Determine professional approach to handle guest inappropriate behavior.
5. Arrange guest relation services and promotion materials, tools and equipment.
6. Practice professional ethics and personal hygiene and adhere according to company SOP.
7. Adhere to safety and hygiene practices.
8. Carry out greeting and welcoming guest.
9. Provide explanation base on guest needs and requirement.
10. Provide explanation on product, facilities and services.
11. Apply verbal and non verbal communication skill.
12. Apply professional approach to handle guest inappropriate behavior.
13. Provide guest with refreshment.
14. Record potential guest details.
15. Take action on guest feedback.
16. Promote spa services, facilities and product.
17. Apply selling skill.
18. Apply code of ethics.
19. Use verbal and non verbal communication skill.
20. Perform sales activities
21. Administer reservation book according to SOP.
22. Adhere to safety and health procedure.
23. Follow sales procedure.
24. Analyze numbers of reservation by guest against marketing plan.
25. Arrange guest for treatment.
26. Check effectiveness of spa promotion and spa guest relation services.
27. Determine guest reservation report format.
28. Prepare and submit guest reservation report to superior.
29. Compile promotion effectiveness report.
30. Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Analytical, meticulous, proactive and alert in identifying spa promotion and guest relation service requirement and specification. 2. Analytical, meticulous, proactive and alert in preparing spa promotion and guest relation service materials, tools and equipment. 3. Good communication skill in guest relation services. 4. Good communication skill in sales activities. 5. Analytical, meticulous, proactive and alert in assessing spa promotion and guest relation service performance. 6. Meticulous in writing spa promotion and guest relation service report. 7. Adhere to report submission dateline. |
| Safety | 1. Follow SOP to acquire spa promotion and guest relation service materials, tools and equipment. 2. Follow SOP to carry out guest relation services. 3. Adhere to personnel grooming when dealing with guest. 4. Follow SOP to acquire spa reservation. 5. Adhere to personnel grooming when dealing with guest. |

3.31 Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 02.02 Follow telephone/telecommunication procedures.  02.03 Communicate clearly.  02.11 Convey information and ideas to people.  03.15 Liase to achieve identified outcomes  03.16 Identify and assess client/customer needs  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks |
| Conceptual Skills | * 1. Identify and gather information.   01.02 Document information procedures or processes.  02.01 Interpret and follow manuals, instructions and SOP's  02.04 Prepare brief reports and checklist using standard forms.  02.05 Read/Interpret flowcharts and pictorial information.  03.07 Resolve interpersonal conflicts.  06.01 Understand systems.  06.03 Identify and highlight problems.  01.04 Analyse information.  04.02 Set and revise own objectives and goals.  06.05 Analyse technical systems.  06.06 Monitor and correct performance of systems.  01.10 Apply a variety of mathematical techniques.  01.11 Apply thinking skills and creativity.  02.10 Prepare reports and instructions  03.16 Identify and assess client/customer needs |
| Interpersonal skills | 03.01 Apply cultural requirement to the workplace.  03.04 Seek and act constructively upon feedback about work performance.  03.06 Respond appropriately to people and situations  03.07 Resolve interpersonal conflicts.  06.04 Adapt competencies to new situations/systems.  03.08 Develop and maintain cooperation within work group.  04.04 Apply problem solving strategies.  04.05 Demonstrate initiative and flexibility.  03.09 Manage and improve performance of individuals.  03.10 Provide consultations and counselling.  03.12 Provide coaching/on-the-job training.  03.13 Develop and maintain team harmony and misresolve conflicts.  03.14 Facilitate and coordinate teams and ideas.  03.16 Identify and assess client/customer needs  04.06 Allocate work.  04.07 Negotiate acceptance and support for objectives and strategies.  06.07 Develop and maintain networks |
| Multitasking and prioritizing | 03.05 Demonstrate safety skills.  04.01 Organize own work activities.  04.03 Organize and maintain own workplace.  04.05 Demonstrate initiative and flexibility.  02.10 Prepare reports and instructions |
| Self-discipline | 03.01 Apply cultural requirement to the workplace.  03.02 Demonstrate integrity and apply practical practices.  03.03 Accept responsibility for own work and work area  03.05 Demonstrate safety skills.  06.02 Comply with and follow chain of command.  04.01 Organize own work activities.  04.02 Set and revise own objectives and goals.  04.03 Organize and maintain own workplace.  06.06 Monitor and correct performance of systems.  05.01 Implement project/work plans. |
| Teamwork | 03.01 Apply cultural requirement to the workplace.  03.03 Accept responsibility for own work and work area.  06.01 Understand systems.  03.08 Develop and maintain cooperation within work group.  03.13 Develop and maintain team harmony and resolve conflicts.  05.02 Inspect and monitor work done and/or in progress.  06.07 Develop and maintain networks |

1. EVALUATING

You are required to evaluatespa guest relation services and promotionactivities using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Identify spa promotions requirements and specifications |  |  |  |  |  |  |  |  |  |  |
| 2. | Identify guest relation service requirements and specifications |  |  |  |  |  |  |  |  |  |  |
| 3. | Prepare spa promotion materials, tools and equipment |  |  |  |  |  |  |  |  |  |  |
| 4. | Prepare guest relation service materials, tools and equipment |  |  |  |  |  |  |  |  |  |  |
| 5. | Perform spa promotion services |  |  |  |  |  |  |  |  |  |  |
| 6. | Perform guest relation services |  |  |  |  |  |  |  |  |  |  |
| 7. | Assess spa promotion service performance |  |  |  |  |  |  |  |  |  |  |
| 8. | Assess guest relation service performance |  |  |  |  |  |  |  |  |  |  |
| 9. | Report spa reservation status |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 63 | | | | | 63 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 4 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 5 | Teamwork |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 35 | | | | | 35 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 / 63X 60 | A2 /63X 60 |
| ATTITUDE,SAFETY&ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 35X 20 | C2 / 35X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P% | Q% |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

|  |
| --- |
| COMMENTS/ RECOMMENDATIONS BY COACH |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COACH: APPRENTICE:

DATE: DATE: