

SEPTEMBER 2009

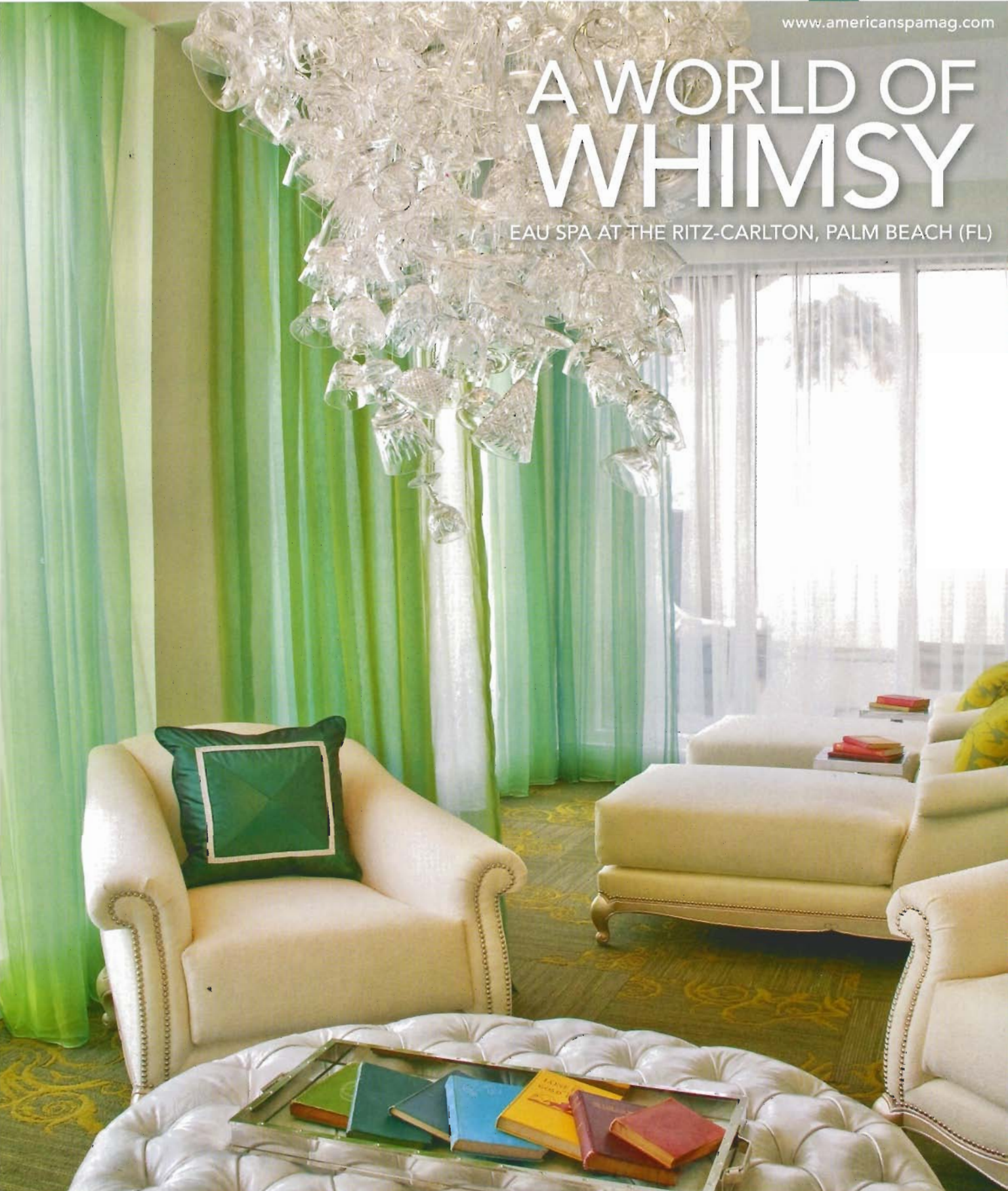
THE SPA PROFESSIONAL'S CHOICE

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## A WORLD OF WHIMSY

EAU SPA AT THE RITZ-CARLTON, PALM BEACH (FL)



## How do your employees go above and beyond the call of duty?

**“Our great teamwork is a product of the staff not being afraid to assist wherever needed.”**

“Our team goes way beyond the call of duty every day as standard procedure. Staff members have been known to arrive at 6 A.M. to style hair for a television anchor and drive two hours for a wedding party on location only to turn around and drive back to style hair for another party in the salon. They go to hospitals to make a patient who is not well feel better with a manicure and a hairstyle. They will even stay after hours when someone who has never been in before calls with a hair color disaster and tearfully asks if anyone can help.”—Christy Fitzpatrick, owner, Antoine du Chez—Cherry Creek Salon and Spa at the JW Marriott Denver

“We are very fortunate to work in a hotel spa. It empowers my team to learn additional details about our guests and really wow them. For example, when we know that guests are coming in on a red-eye, we will have a tea service waiting for them in our relaxation lounge. If our guests are celebrating special occasions, we will provide a champagne toast. If our guests are international, the spa team will endeavor to learn several phrases in their native language to enhance their experience. My team also excels in guest recognition. Staff members are able to recognize repeat guests, their names and faces, and make them feel welcome.”—Gaylen Marano, spa manager, The Spa at the Jumeirah Essex House (New York City)



“Creativity and maintaining a community mind is cornerstone to our going above and beyond, particularly during these tougher times. With the help of our therapists, we recently hosted an Employee Spa Day fundraiser at Chill Spa for The American Cancer Society’s Relay for Life. Twelve participating therapists donated four hours of treatment time each, and employees took advantage of 50-minute services for \$35. In turn, 100 percent of the proceeds were donated to Relay for Life. It was a great way for the spa staff to contribute to the fight against cancer while contributing to the wellness of their co-workers.”—Tessa Kienow, area spa director, Chill Spa at Hotel Terra Jackson and Solitude Spa at Teton Mountain Lodge & Spa (Jackson Hole, WY)

“They are extremely flexible with their schedules and will not hesitate to come in on their days off to accommodate a guest request. In addition, the staff is diligent about recognizing guest birthdays with a special gift or amenity. Our great teamwork is a product of the staff not being afraid to assist wherever needed.”—Verna Wormly, spa director, The Spa at Four Seasons Hotel Philadelphia (PA)—Compiled and edited by Heather Mikesell