



THE RITZ-CARLTON SPA

BODY COLLECTION – GLOBAL
TRAINING MANUAL

| Ritz-Carlton Professional Oil | Benefits | Ingredients | Retail Links |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Invigorate & Energize Oil</p> <p>A nut free classical blend for body massage, beautifully scented with invigorating aromatherapy oils with a range of benefits for professional use</p> | <p>Energizing and refreshing</p> <p>Enhances lymphatic system</p> <p>Improves mental clarity & focus, antifungal & anti-inflammatory</p> | <p>Eucalyptus – Enhances lymphatic system</p> <p>Litsea Cubeba – Uplifting, antifungal & anti-inflammatory</p> <p>Peppermint – Energizing and refreshing</p> <p>Rosemary – Clearing to the mind</p> <p>Carrier Oil</p> <p>Blend of Soy and Sunflower seed oil</p> | <p>Direct Link</p> <p>Energising Bath & Body Oil</p> <p>Linked Oils</p> <p>Detoxifying Bath & Body Oil</p> <p>Fortifying Bath & Body Oil</p> |
| <p>Relax & Soothe</p> <p>A nut free classical blend for body massage, beautifully scented with relaxing and warming aromatherapy oils with a range of benefits for professional use</p> | <p>Deeply warming</p> <p>Soothing</p> <p>Calms anxiety</p> <p>Relieves aching muscles</p> | <p>Lavender – Soothes the mind</p> <p>Clove Bud Oil – Deeply warming and stimulating – natural pain relief for muscles</p> <p>Rosemary – Relieves aching muscles</p> <p>Geranium – Calms anxiety</p> <p>Bay – Sedative effect and reduces stress and muscular pain – relaxes</p> <p>Carrier Oil</p> <p>Blend of Soy and Sunflower seed oil</p> | <p>Direct Link</p> <p>Soothing Bath & Body Oil</p> <p>Linked Oils</p> <p>Restorative Bath & Body Oil</p> <p>Fitness Bath & Body Oil</p> |
| <p>Natural Massage Oil</p> <p>A 100% natural blend of Sunflower and Coconut oils, which has a light, fine texture to leave skin feeling both moisturised and smooth. For professional use</p> | <p>Nourishing</p> <p>Hydrating</p> <p>Fragrance free</p> <p>Safe to use during pregnancy</p> <p>Suitable for guest’s contraindicated to essential oils and nut allergies sufferers</p> | <p>Carrier Oil</p> <p>Blend of Sunflower seed oil and Coconut</p> | <p>Direct Link</p> <p>Nourishing Body Oil</p> |



PERSONALITY TYPES

There are three main personality types to think about when performing a consultation, treatment or retailing, however we all have a bit of all three and they can change daily depending on our surroundings and circumstances.

- **Direct**
- **Emotional**
- **Logical**

If we can learn to recognise these personality types, we can quickly find out which our guest is and adapt our communication style to suit and therefore help build the rapport.

Responding to each personality type:

Direct:

-
-
-
-

Emotional:

-
-
-
-

Logical:

-
-
-
-



SENSORY EXPERIENCE

Spa-Fresh

1 pair of dry cotton pads with Hydrating Floral Spa-Fresh Tonic

1 pair of dry cotton pads with Balancing Herbal Spa-Fresh Tonic

Treatment Oils

When sensory checking Treatment Oils and Body Oils together, apply Treatment Oil to guest's hands with the ring fingers and Body Oil using index finger to lower forearm

Body Oils

Apply to guest's hands with index finger

THE RITZ-CARLTON SERVICE PROCEDURE AND TOUCHES

The verbiage is provided as an example each interaction with a guest should feel unique, personalized and un-prescribed.

1. Consultation

The consultation is an important part of the treatment as it assists the therapist to identify the guest's needs and find a solution. The aim is to ensure the guest receives a fully tailored treatment and homecare recommendations. The consultation should flow freely as a conversation.

Consultation questions

The therapists should ask the following questions during a verbal consultation at the beginning of each treatment.

Essential questions to ask each guest:

- Are there any medical conditions or allergies that I should be aware of?
- When did you last have a treatment and what type of treatment did you have?
- What are your main concerns? / What areas would you like me to focus on?
- Is there anything else you would like to achieve from your massage today?
- Tell me about your body care routine?

Optional additional questions:

- How much time do you have to spend on your routine?
- How does your lifestyle and environment affect your skin / body?
- How would you like to feel after your treatment today?

Consultation tips

- Keep the conversation brief and relaxed interactions
- Ask mostly open questions to discover more (e.g. How? What?)



- Listen! Always allow the guest to tell you their concerns and needs, rather than you just telling them what you think they are
- Focus on the questions which have been answered yes or when extra information has been given
- Focus on the gaps in their present routine
- Therapist to repeat what was said during the consultation by customer to ensure they know you understand what their specific needs are

2. Sensory Experience

A sensory experience is performed during the consultation. This should be introduced to the guest as follows:

- Here at The Ritz-Carlton we have two beautiful custom blended oils that have been created especially for us. Having the choice of two oils allows me to further customize this treatment for you and ensure you have a pleasant experience.
- This is option number one and this is option number two. Which do you prefer? You have chosen the XXX, it contains XXX and will help to ...relax... you today.

3. Aroma Inhalation

- When guest is face down treatment will begin with inhalation of their selected oil to promote wellbeing through aromatherapy

4. Perform The Ritz-Carlton Body Analysis

- This will determine extent of tension stiffness and overall flexibility. Allows service provider to communicate with guest for personalized massage / treatment

Procedure

“During the assessment please let me know if you have any discomfort or feel any additional stress that I should be aware of”

- Uncover the feet and clean with warm towel or mitts
- Thumb pressures over the towel to the soles of the feet from the heel to the toes in three lines – outside, middle and inside
- Bear walking up both legs to glutes (feeling for tension)
- Thumb pressures up either side of the spine from glutes, to occipital ridge
- Standing on one side of the bed work up the opposite side of the back pushing away from the side of the spine starting from the glutes to the shoulder
- Knead / thumb into shoulder / trapezius
- Repeat on the opposite side of the back from shoulder down to glutes
- Gentle push and rock to the body from hips down to feet and back to hips, then up to shoulders and down arms, looking for any areas of resistance

Below is an example of verbiage that you may like to use during the body analysis

- “You mentioned your.....is tense, is this the area you were referring”
- “I will focus on this area for you and please let me know if you feel any other areas that need attention”



5. Treatment Procedure Applying Ritz-Carlton Standards

- Upon returning to the room the therapist must check lighting, temperature of the room, the level of music and guest comfort on the treatment table. Heat treatment bed to a comfortable temperature
- When applying the first set iced mitts the therapist must inform the guest
“This will feel cool and refreshing”
- When applying the first hot mitts / towels or stones the therapist must ask
‘Is the temperature comfortable?’
- Before uncovering the guest, the therapist must introduce hands over the towel
- Warm massage oil in heater prior to application
- Eye pillow wrapped in tissue or dry hot face towel in the absence of eye pillow
- A warm rolled towel under the neck
- Application of appropriate product to address the highlighted concerns
i.e. Skin Rescue Balm or Optimal Body Tri-Serum
- Guest’s robe and slippers placed within easy reach at the end of the treatment

6. Perform The Ritz-Carlton Finishing Ritual

- Therapist to uncover feet and wrap each foot in a warm towel and leave
- Place hands on to guest’s hands (over the towel) – bear walk up arms, through the centre of the chest onto hips and down the legs to the feet
- Work the hot towel into the feet one at a time to remove excess oil, cover and blot
- Spritz Hydrating Floral Spa-Fresh Mist over the guest’s face

7. Closing Protocol

- Inform guest their treatment is complete, and you will collect them some water.
Below is an example of verbiage that could be used.

“Mrs your massage is now complete and as a final touch I will apply a Hydrating Mist. I have placed your slippers and robe here for you. When you are ready please take a seat on the bed and I will return with a glass of water”

8. Offer Homecare Recommendations

On returning to the treatment room

- “Thank you Mrs it was a pleasure to work on you today, how are you feeling?”
- “May I offer you some recommendations to help alleviate your issue?
(Offer free advice first, stretching, etc.)
- Today we used oil during your treatment, Body Oil will help
ease tight muscles and can be used after a shower.
- During your massage I used one of our hero products It can be used
- To make it convenient for you today, I will assemble a small tray of the Oil,
Balm and Hydrating Mist for you. These will be waiting for you with your
name on them when you are ready to depart for the day.
- Is there anything else I may assist you with today?



MASTERS IN MASSAGE

The Ritz-Carlton Masters in Massage program teaches therapists how to read and connect with the guest, vary the massage techniques and experience to each guest as well as the comfort touches that enhance the treatment, taking the therapist's expertise beyond just their technical skills.

Identifying markers of masters in massage

- **Pre-relaxation experience** – as advised by the locker attendants and front of house through the guest journey
- **Consultation** – brief but carefully phrased verbal questions to tailor the massage experience and to address the guests needs in that moment
- **Sensory experience** – the massage will include the use of The Ritz-Carlton custom oils and the Inhalation experience to enhance the aroma-therapeutic effects of the treatment
- **Body analysis** – each massage begins with body rocking and pressures over the towel allowing the therapist to identify areas of stiffness and tension in the body
- **Tailoring and customization** – complete adaptation to the guest's needs of the moment; by addressing the physical needs through varying massage techniques, time spent on each area and the routine. Also, through the choice of the custom oils, either lifting or calming the spirits and mood
- **Techniques** – the therapists are trained to use a “tool box” of techniques and adapt them. This could be a combination of European, Deep Muscle, and Aromatherapy techniques to customize the treatment
- **Heat & product application** – use of hot stones and cooling balms to warm / cool, relax tight muscles and relieve tension can be offered as treatment enhancements. Warmed oils will be used to add depth to the treatment. A choice of **one** of the following products can be used to personalize massage:
 - Optimal Body Tri-Serum for dry skin – apply prior to massage oil with side effleurage
 - Skin Rescue Balm – for dry cracked heels or cuticles, extremely dry skin patches
- **The final touch** – the knowledge takeaway and homecare advice will harness all the understanding the therapist gained in the consultation to provide real knowledge to the guest as a keepsake forever



BODY MECHANICS

Good body mechanics are essential for massage therapists. Proper body mechanics ensure longevity in your career, it also prevents injury and fatigue and helps improve the quality of the massage you give.

- Warm up, stretch out your fingers, hands, arms and legs before starting treatments
- Table height is important, it should reach the tips of your fingers or fist, however this can be lowered for deep tissue work
- Keep your head and spine aligned and drop your shoulders, no twisting
- Your outside leg should be bent when at the side of the couch and the inside leg should be straight
- When facing the couch, you should keep your knees bent
- Knees should never be hyperextended, they should remain relaxed and not locked
- Avoid over use of your fingers and thumbs – instead use palms, heel of hands, forearms and elbows
- Use your bodyweight
- Dance with the strokes, your weight should shift from foot to foot
- Engage your core
- Work smarter not harder!

Warm-up exercise (hold each movement for 20 seconds and breathe deeply)

1. Neck stretch – gently pull head towards the shoulder, repeat to other side
 2. Triceps and shoulder stretch – pull arm over chest and use opposite hand to stretch, repeat to other side
 3. Interlock hands behind the head, pull elbows back
 4. Abdominal stretch – arms above the head, up on tip toes and stretch
 5. Lower back stretch – rotate the waist one side then the other
 6. Place right ankle above left knee and squat on one leg, repeat to other leg
 7. Quadriceps stretch – lift foot up to glute, you can use opposite arm to help balance
 8. Hamstring stretch – touch the toes or floor if you can
 9. Hamstring stretch – legs wide apart, stretch over right leg, moving to middle then left leg, hold each for 20 seconds
 10. Hamstring, calf stretch – right leg forward heel down, bend forward and stretch, repeat to other side
 11. Rotate the ankle one way then the other
- Continue with warm-up for hands and wrists
12. Shake out the hands
 13. Hand rotation up and down opposite forearm
 14. Make a fist and rotate both hands clockwise then anti-clockwise
 15. Place the hands in a prayer position push the hands against each other, move from side to side
 16. Place the hands in a prayer position and spread the fingers and push against each finger working back and forth
 17. Shake out the hands



MASSAGE TOOLBOX

Each Ritz-Carlton massage needs to be adapted / customized to reflect the unique needs of each guest. The following core massage procedures are designed to provide consistency in the massages delivered, but also allow flexibility for each massage therapist to introduce their own movements and flavor. So that massages are fully customized, it is important that each therapist use their individual skills and knowledge to super charge the massage procedure allowing the guest to enjoy a truly memorable massage experience.

BACK MASSAGE

(For Relaxation & Hot Stone Massage)

20 minutes

- Using warm oil spread oil along spine – rock x3
- Effleurage up back down arms to hands include inner, middle and outer back x3*
- Side kneading (both sides) *
- 5-7 minutes of freestyle massage therapist to use their own techniques to address guest's main concern or focus area*
- Double hand kneads to glute, repeat to opposite side (large circles) *
- Double hand kneads to glute, repeat to opposite side (small circles) *
- Thumb pressures to sacral triangle (out and down) *
- Knuckle up spine, glide to occipital
- * Warm shoulder – freestyle movements with therapist's own techniques
- Double thumbs up side of spine – forearm to shoulder – effleurage down arm
- Repeat above movement with double flat hands
- Repeat above movement with elbow
- Elbow around shoulder – effleurage down arm
- Gently stretch arm down then bring the arm above head
- Supporting at elbow, effleurage down to the glute sliding back up gently stretch arm above head (only go as far as is comfortable for the guest)
- Place guest's arm on back, work scapula (if comfortable) with kneading, knuckling, stretching, support shoulder with other hand / rolled towel* freestyle movements with therapist's own techniques
- Gently stretch arm down
- At head of guest reverse effleurage – repeat to other side from *
- 1-2 minutes of freestyle massage with therapist's own techniques to guest's concerns *
- Thumb pressures down either side of spine on exhale
- Knuckling to glutes
- Deep strokes up back
- Cover – stretch and rock



- Pinch and rock to spine
- Diagonal stretches
- Using one hand large circles up back
- Squeeze shoulders bear walk to feet

***With Hot Stones if performing a Hot Stone Massage**

SCALP MASSAGE ROUTINE

If the guest would like product in their hair, a minimal amount of Pink Hair and Scalp Mud should be applied to the scalp (not the hair)

- Single double thumbs (pushing forward at the hairline)
- Single split thumbs
- Deep upward, static rotaries
- Stroking with flat palmer hands (heel to fingertips)
- Clawing, standing facing the guest, one side to the other (allow the head to roll to the side)
- Gentle hair tugging – pull straight out with continuous alternate pulls right to left, then work to the back of the head pulling each section
- Stroking with flat palmer hands
- Support head – taking full weight of guest's head
- Turn the head (supporting with hand)
- **Deep finger kneading to trapezius then occipital
- Deep static rotaries to back and side of scalp
- Cover ear for 5 seconds
- Pressures to outer ear from lobes to upper ear
- Cover for 5 seconds
- Outer ear gentle tugs
- Cover for further 5 seconds
- Effleurage entire outer ear
- Slide up trapezius, support the head, centralise head (hold for 3 seconds), turn to opposite side
- Repeat movements to other side **
- Centralise the head – keeping the head in the hands (taking the weight) place the finger tips under the occipital ridge and knead the head until it rests on the couch
- Frictions
- Gentle stroking through to the end of the hair
- Pony tail push and pull
- For guests with short or no hair, place both hands to the side of the head and compress with gentle circles and finish with double hand crown circles, releasing slowly and gently



Scalp massage with hot stones

- Carry out regular scalp massage to point of head turn
- With stones effleurage trapezius and small circles up neck and along occipital ridge x3
- Carry out regular ear movements – using stone to cover at each stage
- Centralise head
- Repeat to other side and finish as normal

NOURISHED GLOW / POWER HOUR PROCEDURE

50/60 minutes

Body Brush & Polish can be carried out for Nourished Glow in place of Salt Scrub if the guest is contra-indicated to the Salt Scrub.

Preparation

- 5 hot towels or 4 pairs of mitts and 1 hot towel
- 4 hot face cloths – for Body Analysis and Finishing Ritual or 1 pair of mitts and 2 face cloths
- Disposable underwear
- Prepare shower – bath mat, towel and shower cap
- Plank towels for Body Brush & Polish

Points to remember

- Although brushing pressure should not be heavy it must be purposeful, firm, fast, thorough and not irritating
- Brushing should always be towards the nearest lymph node
- A brush stroke should always be followed by a hand stroke to make the procedure as comfortable as possible
- Benefits – aids removal of dead skin cells, improving skin texture, improves cell renewal and helps reduce the appearance of cellulite due to increased circulation

Points to remember for Salt Scrub

- Sensory test Salt Scrub where applicable
1. Relaxing – Soothing, Restorative, Fitness or Positivity
 2. Detoxifying – Detoxifying or Fortifying
 3. Mix Salt and Oil thoroughly before use to ensure even consistency and longevity of product

Consultation

- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Confirm treatment
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory experience using The Ritz-Carlton custom oils



Procedure

Guest face down

- Inhalations advising guest to take three deep breaths
- The Ritz Carlton Body Analysis to assess the guest's areas of tension or concern
- Body Brush right side of body – from foot
- Dampen skin with warm mitts – from the foot (ONLY FOR SALT SCRUB)
- Apply Exfoliating Body Polish or Salt Scrub – Balinese application
- Circle – ankle to shoulder then wrist to shoulder
- Friction – ankle to shoulder then wrist to shoulder
- Remove with warm mitts – from foot cover and blot (ONLY FOR BODY BRUSH & POLISH)
- Repeat to left side of the body

Front of body

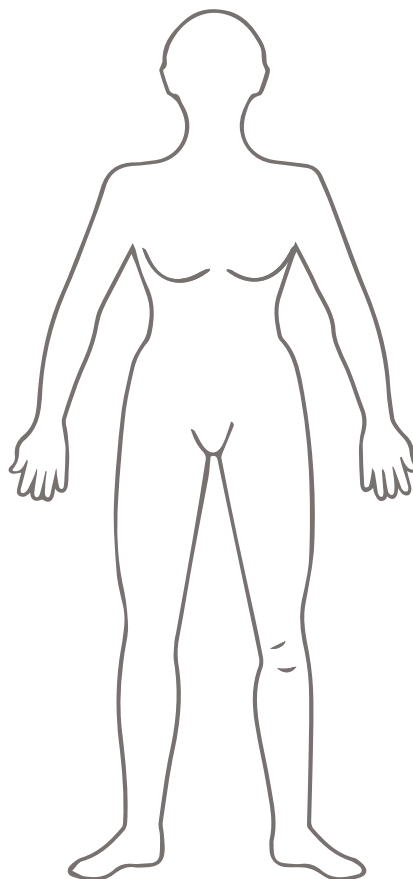
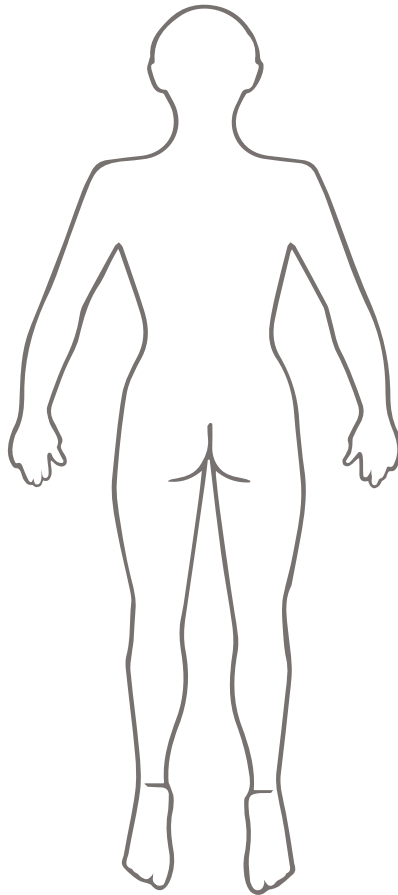
As back of the body but points to remember for front of body:

- Place warm eye pillow over the eyes (optional)
- Place modesty towel to bust area (optional)
- Strokes to abdomen and décolleté
- Hot towel to back to remove salt (ONLY FOR SALT SCRUB)
- Assist the guest to the shower (ONLY FOR SALT SCRUB)
- Return guest to couch face down and apply chosen Body Oil using side effleurage to the right side of the body
- Continue with long sweeping movements down the right leg and foot
- Continue with long sweeping movements up the right leg and foot
- From the base of the back sweep upwards over the shoulder and down the arm to the hand x3
- Side effleurage to finish
- Repeat to the left side of the body
- Commence the back massage using relaxation procedure focusing on the guest's main areas of concern
- Ask the guest to turn over
- *Apply chosen Body Oil using side effleurage to the right side of the body
- Continue with long sweeping movements as to the back of the body
- Repeat to the left side of the body *
- Effleurage around the décolleté, shoulders and finish with a stretch at the occipital
- The Ritz-Carlton Finishing Ritual

Link retail products

- Salt Scrub – Relaxing or Detoxifying





BODY BALANCER

50/60 minutes

Preparation

- 2 hot towels
- 4 hot face cloths – for Body Analysis and Finishing Ritual or 1 pair of mitts and 2 face cloths

Consultation

- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Confirm treatment
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory experience using The Ritz-Carlton custom oils, present Optimal Skin Pro-Serum and offer Pink Hair and Scalp Mud

Procedure

Guest face down

- Inhalations and breath work
- The Ritz-Carlton Body Analysis to assess the guest's areas of tension or concern
- Back exfoliation with Exfoliating Body Polish
- Remove with hot towel, blot and buff
- Perform back massage using chosen Body Oil focusing on guest's concerns (see procedure)

Guest face up

- Realignment
- Application of Hydrating Cleansing Milk
- Hot towel removal
- Application of Optimal Skin Pro-Serum
- Perform shoulder and neck massage (freestyle)
- Perform scalp massage (as per procedure)
- The Ritz-Carlton Finishing Ritual

Link retail

- Exfoliating Body Polish
- Optimal Skin Pro-Serum
- Pink Hair and Scalp Mud



ULTIMATE BODY BALANCER

80/90 minutes

See facial chart to adjust facial products according to skin type / conditions

Preparation

- 2 sets of damp cotton wool for Bio-Active Eye Cleanser and 2 sets of damp cotton wool with Soothing Eye Lotion
- 2 sets of dry cotton wool pads soaked with Hydrating Floral Spa-Fresh and Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 5 pairs of mitts
- 1 hot towel
- 2 hot face cloths – for Body Analysis or 1 pair of mitts
- Steamer, Woods / Skin Vision lamp and cleansing device

Consultation

- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Confirm treatment
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory experience and offer Pink Hair and Scalp Mud

Treatment procedure

- Eye and lip cleanse (see procedure)
- 1st cleanse with appropriate cleanser
- Skin analysis with Woods Lamp

Guest face down

- Inhalations advising guest to take three deep breaths
- Body Analysis to assess the guest's areas of tension or concern
- Back exfoliation with Exfoliating Body Polish
- Remove with hot towel, blot and buff
- Back massage personalized to guest's concerns

Guest face up

- Realignment
- Continue with appropriate Custom Facial from second cleanse with cleansing device and steamer (if required)
- The Ritz-Carlton Facial Finishing Ritual

Custom Facial link retail products

- This will be dependent upon the guest's concerns and skincare needs – refer to the facial chart



RE-ALIGNMENT FOR BODY BALANCER & ULTIMATE BODY BALANCER

At the foot

- Guest inhales – Hands sweep up to knees
- Guest exhales – Deep stretch at ankles
- Guest inhales – Hands Sweep up to knee
- Guest exhales – Push on Soles of feet
- Spritz hands with Herbal Spa-Fresh Mist

At the head of the guest

On clients exhale breath:

- Push shoulders to feet simultaneously
- Push shoulders to feet alternately
- Push shoulders towards couch alternately
- Slide down arms to elbows – up to occipital – gently stretch **(always check with the client that this is comfortable) and only stretch as far as the client is comfortable.**



RELAXATION & HOT STONE MASSAGE

50/60 or 80/90 minutes

Preparation

- 4 hot face cloths – for Body Analysis and Finishing Ritual or 1 pair of mitts and 2 face cloths
- Approximately x33 hot stones for Hot Stone Massage

Consultation

- Warm welcome – smile, eye contact, look professional
- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Confirm treatment
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory experience using The Ritz-Carlton custom oils and offer Pink Hair and Scalp Mud in 80/90 minutes

Procedure

*** With hot stones if performing a Hot Stone Massage (hot stones massage only offered for 80/90 minutes)**

Guest face down

- Inhalations advising guest to take three deep breaths
- The Body Analysis to assess the guest's areas of tension or concern

Back

- See procedure

Legs (start on right leg)

- Stretch over towel from popliteal
- Uncover modesty elbow
- Apply oil from popliteal (one hand to glute one hand to foot)
- Full leg effleurage *
- Forearm effleurage to thigh
- Side kneading *
- Knuckle thigh (support knee) *
- Therapist can add in any appropriate technique or movement for the thigh
- Wring thigh *
- Thumb slide (ankle to popliteal) *
- Knead calf (inner then outer) *
- Therapist can add in any appropriate technique or movement for the lower leg
- Bend leg – drain *



- Rotate ankle
- Flat hand to foot *
- Effleurage – pull
- Cover (bear walk from glute to foot)
- Repeat to left leg

Guest face up

Legs (start on right leg)

- Stretch over towel from knee
- Uncover modesty elbow
- Apply oil from knee (one hand to hip one hand to foot)
- Full leg effleurage *
- Side kneading *
- Therapist can add in any appropriate technique or movement for the thigh
- Wring thigh *
- Knead knee or slide either side of knee *
- Knead calf (inner then outer) *
- Therapist can add in any appropriate technique or movement for the lower leg
- Zig zag calf (inner then outer)
- Frictions to ankle
- Zig zag foot (top of foot)
- Sandwich foot (up and down) *
- Rotaries to sole of foot * and pull toes
- Effleurage – pull leg
- Cover (bear walk from hip to foot)
- Repeat procedure to left leg

Abdomen (to be performed if appropriate, guest will be offered during consultation)

- Stretch over towel with hands and uncover
- Oil to abdomen (diamond)
- Knead colon *
- Drain waist forward one side at a time *
- Finish (diamond)
- One chakra stone used to massage abdomen and can be left on sacral after abdomen massage (as it is now cool) *

Arms (start on right arm)

- Stretch over towel from elbow
- Apply oil from elbow (one hand to shoulder one hand to guest's hand)



- Arm effleurage (alternate) *
- Guest's hand to shoulder
- Effleurage back of arm *
- Drain elbow to shoulder *
- Knead lower arm (front and back)
- Therapist can add in any appropriate technique or movement *
- Heel kneads to palm *
- Thumb kneads to palm *
- Pull fingers
- Cover (bear walk shoulder to hand)
- Repeat procedure to left arm

Décolleté

- Inhalations
- Oil to décolleté
- Sweep shoulders and push down on each shoulder
- Work down arms – up to occipital
- Knuckle shoulders, trapezius and pectorals *
- Side neck stretch (remove excess oil from hands)

Express scalp massage

- Double thumbs, split thumbs, deep rotaries, pony tail push and pull to finish
- In the 80/90 minute massage the full scalp massage should be carried out if required by the guest
- The Ritz-Carlton Finishing Ritual

Link retail products

- Appropriate Bath & Body Oil
- Body Exfoliator – most appropriate to the guest's concerns (e.g. Relaxation – Relaxing Salt Scrub)
- Skin Stimulating Body Brush



STONE THERAPY

- What is Stone Therapy?
- What types of stones are used?
- Ensure stones are at a correct temperature for each individual guest (heater must never be over 55 degrees C). Guests will vary in sensitivity. Do not assume that everyone feels the same. Those with natural blonde or red hair, the elderly, thin skinned persons and those on certain medications can often be more or less sensitive to heat. Always remember that the use of stones may not always be conducive to each guest.
- Benefits of hot stones

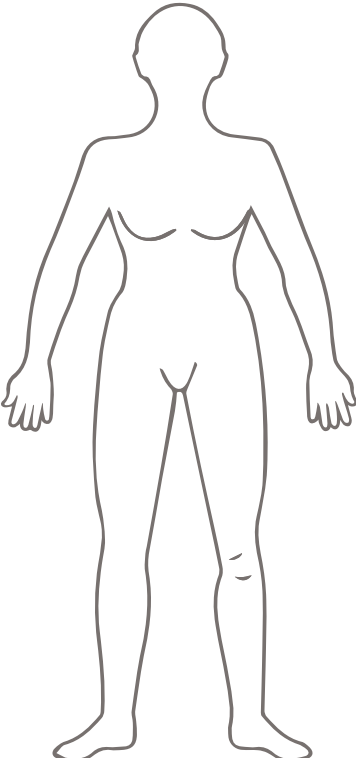
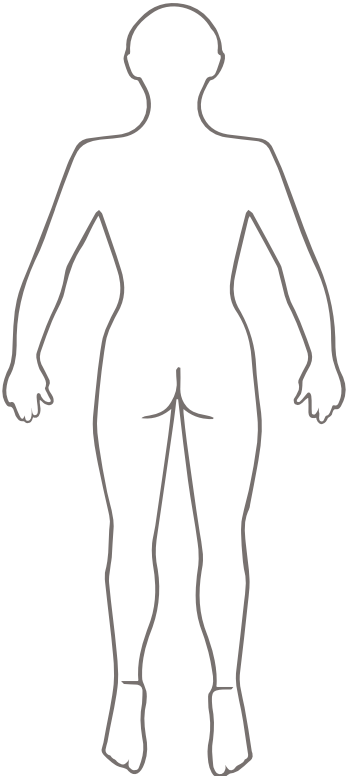
Contra-indications to using hot stones

- Diabetes and loss of skin sensation
- Pregnancy
- Epilepsy
- Heart conditions
- High / low blood pressure
- Life maintaining medication
- Metal implants
- Skin sensitivity, sunburn,
- Eczema, psoriasis
- Varicose veins
- Menopausal hot flushes
- Osteoporosis
- Scar tissue
- Bruising
- Nerve damage / neuropathy

If you are in any doubt whether a guest can receive a hot stone treatment, ask them to provide a doctor's note



SUGGESTED STONES NEEDED FOR A FULL BODY HOT STONE MASSAGE



GUIDELINES OF USING THE HOT STONES

- Find the guest's main concerns and needs via a thorough consultation
- **Never place hot stones directly on the skin**
- Never work on bony areas
- Ensure stones are at a correct temperature for each individual guest (heater must never be over 55 degrees C). Guests will vary in sensitivity. Do not assume that everyone feels the same. Those with natural blonde or red hair, the elderly, thin skinned persons and those on medications can often be more or less sensitive to heat. Always remember that the use of stones may not always be conducive to each guest
- Have a bowl of cold water prepared to dip stones if too hot
- First contact with stones on the skin should be a seamless, flowing movement as the stone moulds with the hand. Then use light rapid movements turning the stone to reduce heat then apply stones with full pressure and slower movements
- Always place stones "clockwise" onto the chakras over a towel
- Always remove stones "anti-clockwise" from the chakras
- Use light to medium pressure on delicate areas
- Medium consistency oil is recommended so that stones can glide easily
- Never heat stones in the microwave

Care of your hot stones

Care and hygiene of stones is important as the risk of transfer of bacteria and infection from one guest to another is quite high. Strict cleansing procedures must be adhered to. Clean stones will also have the ability to recharge more effectively and therefore deliver better transference of heat.

Cleansing Procedure

Between clients

- Soak in warm water with a high-level medical disinfectant
- Rinse in cool water
- Replace in heater

End of day

- Wash stones in hot soapy water with a high-level medical disinfectant
- Rinse and soak in cold water
- Oil each stone (Nourishing Body Oil)

What is a 're-charge' circle?



GROUNDING

When grounded we may feel...

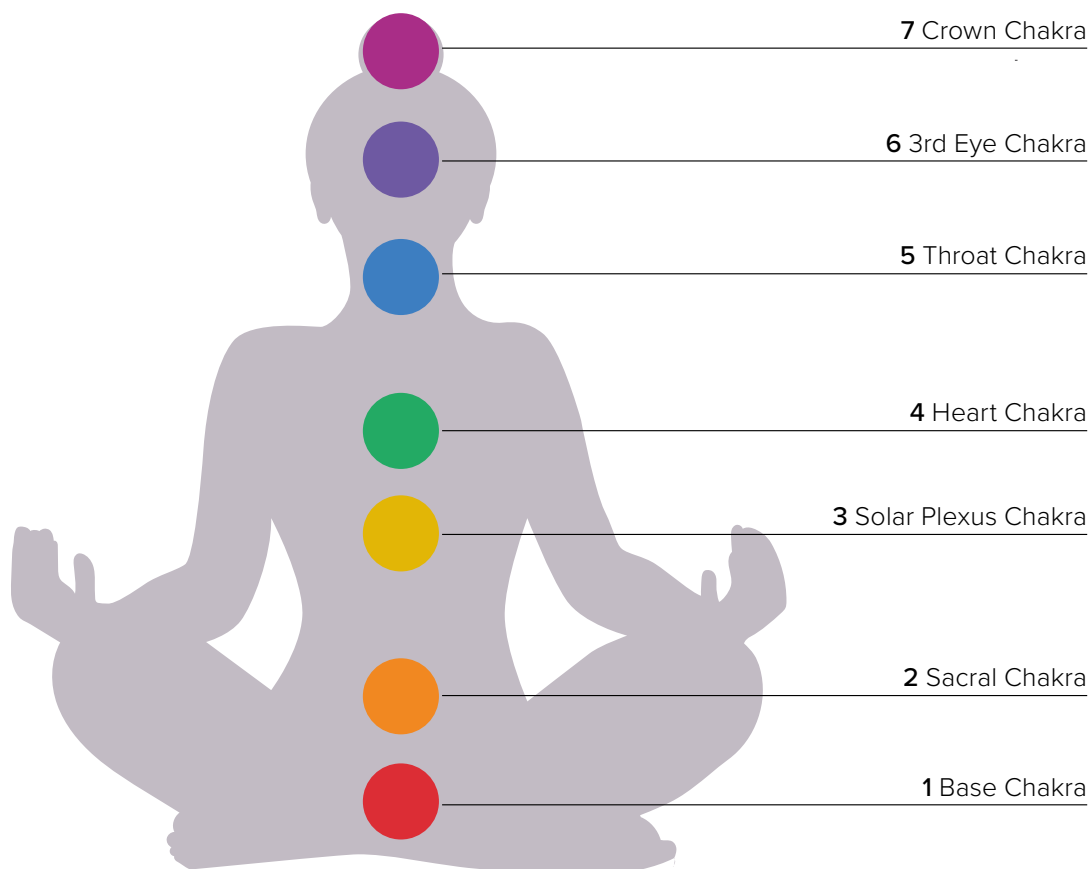
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What steps can you take to keep yourself grounded through the day?

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CHAKRAS



| No. | Colour | Crystal | Balanced state | Imbalanced state |
|-----|-----------------|---------|----------------|------------------|
| 7 | Violet or Clear | | | |
| 6 | Purple | | | |
| 5 | Blue | | | |
| 4 | Pink or Green | | | |
| 3 | Yellow | | | |
| 2 | Orange | | | |
| 1 | Red | | | |



DEEP MUSCLE MASSAGE TECHNIQUES

Deep Muscle Massage is an advanced treatment to include deeper pressure produced by using your forearms and elbows to massage and stretching techniques.

The following deep muscle techniques are a tool box of movements for you to integrate with your own deep muscle and/or relaxation massage whilst performing the Deep Muscle Massage.

Back

- Crossed arm effleurage
- Broken heel linear lumber to shoulder, sweep down arm
- Alternate hand and knuckle linear from lumber to shoulder
- Deep forearm and elbow pressures and drainage over glute
- Split forearm drain and rock along the side of the back
- Forearms to thoracic – pressures with exhale breath – work out over trapezius
- Zig zag down side of spine with thumbs

Back of leg

- Split forearm slide along legs from popliteal to upper and lower
- Forearm effleurage to full leg
- Broken heel linear to leg and glute
- Alternate hand and knuckle linear to leg and glute
- Place guest's foot on therapist's shoulder – warm calf muscle
- Supporting leg upright, pummel foot (using fist rotations / taps) and rotate ankle
- Supporting at the knee, push foot toward glute on exhale breath – hold stretch
- Holding the guest's ankle and supporting the knee – bend the leg out and up (guest's heel on other knee) forearm drain / kneading to thigh area
- With the leg straight – work IT band knee to glute using heel of hand (therapist lock elbow into upper hip and use body weight to gain pressure)

Front of leg

- Forearm effleurage to thigh only
- Broken heel linear ankle to knee – inner and outer calf only – continue up thigh
- Alternate hand and knuckle linear ankle to knee – inner and outer calf only and continue up thigh
- Bend leg, place guest's heel in therapist's hand – rotate hip
- Bend leg, place guest's heel in therapist's hand – stretch knee towards chest
- Place guest's bent leg over the other leg – push knee
- Place guest's bent leg over the other leg – push knee, use forearm to drain and press along IT band
- Bend guest's leg out and rest on therapist's knee (on couch) – work inner thigh and lower leg



Arms

- Stretch arm toward the foot then above head
- Place guest's arm above head and support elbow – work deltoid and inside of upper arm
- Supporting the elbow, therapist walks to the opposite side of the couch, pull the scapula forward, continue with deep pulls from the waist area up through the shoulder
- Lay arm off bed with palm up – support and work pectoral pressure points
- Lift arm and bounce shoulder on couch

Shoulders / Décolleté

- Knuckling to trapezius
- Pressure points to trapezius
- Turn head and stretch – pressure out to shoulder – effleurage to occipital and stretch
- Forward neck stretch on exhale breath and hold guest's head at solar plexus – drain down back of neck
- Cradle head pull and rock to return

Link retail products

- Appropriate Bath & Body Oil e.g. Fitness Bath & Body Oil
- Body Exfoliator – Relaxing Salt Scrub or Body Smoothing Shower Gel
- Appropriate Body Moisturiser



EUROPEAN MASSAGE TECHNIQUES FOR STRESS RELIEF MASSAGE

European style massage that includes the following techniques: effleurage, petrissage, friction, vibration, and percussion.

The following European techniques are a tool box of movements for you to integrate with your own techniques and/or relaxation massage movements whilst performing the Stress Relief Massage.

Back

- Deep heel of hand circular kneads to side of the spine
- Plucking, hacking and pounding to the glutes, trapezius and upper arms
- Deep skin rolling to the glutes, continue up side of the spine
- Deep knuckling to the entire back

Back of leg

- Deep heel of hand circular kneads ankle to glute
- Plucking, hacking, cupping and pounding to the full leg
- Muscle rolling to the lower leg
- Holding the heel with thumb and fingers – shake the leg and continue waving vibrations up to the glutes (snake)
- Lift the leg (rest on therapist's shoulder) heel of hand – upward circular kneads popliteal to ankle
- Vigorous frictions to the calf muscle

Front of leg

- Deep heel of hand circular kneads ankle to thigh
- Plucking, hacking, cupping and pounding to the upper leg and inside of the lower leg
- Both hands over the knee (thumbs on the outside and fingertips on the inside) and gently rock the leg
- Muscle rolling out – to the inside lower leg – working up and down (bend the leg if necessary over therapist's knee)
- Bend the leg, therapist to sit gently on guests toes to keep leg in place. Vigorously friction the back of the lower leg using the lengths of the fingers
- Place the finger tips between the gastrocnemius muscle and pull forward (to separate the muscle)

Abdomen

- Large clockwise circles to abdomen using alternate hands
- Abdominal push and pull using both hands (push forward and pull back)
- Deep pulls from the back of oblique's forward – simultaneously



Arms

- Supporting the guest's hand with one hand – using the other hand carryout deep heel of hand from wrist to shoulder
- Plucking, hacking, cupping and pounding to the full arm
- Wring upper arm
- Support and friction the hand vigorously

Décolleté

- Heel of hand pressures working across chest
- Pressures under clavicle using thumbs
- Push away from clavicle using alternate thumbs then skin rolls to chest
- Stretch occipital and then stretch neck to either side, return to central position

Link retail products

- Appropriate Bath & Body Oil or Nourishing Body Oil
- Body Exfoliator – Invigorating Body Reviver
- Appropriate Body Moisturiser



MASTERS IN MASSAGE TAILORING AND CUSTOMIZATION

| Guest Type / Body Concern | Revitalise Treatments | How to Personalize the Treatment |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------|
| <p>Low energy</p> <p>Feeling lethargic</p> <p>Mental fatigue</p> <p>Jet lag</p> | | |
| Guest Type / Body Concern | De-stress and Relax Treatments | How to Personalize the Treatment |
| <p>Anxiety / Nervousness</p> <p>High stress</p> <p>Emotional</p> <p>Forgetful</p> <p>Erratic energy levels</p> <p>Sleeping difficulties</p> | | |
| Guest Type / Body Concern | Intensive Muscle Relax Treatments | How to Personalize the Treatment |
| <p>Muscle tension</p> <p>Joint stiffness</p> <p>Regular exercisers</p> | | |
| Guest Type / Body Concern | Detox Treatments | How to Personalize the Treatment |
| <p>Bloating / Cellulite</p> <p>Fluid retention</p> <p>Weight gain</p> <p>Low energy</p> <p>Mucus build-up</p> | | |



THE MEN'S MASSAGE

80/90 minutes

Preparation

- 1 Hot towel for face
- 4 hot face cloths – for Body Analysis and Finishing Ritual or 1 pair of mitts and 2 face cloths
- Approximately x30 hot stones for full body – no chakra placements

Consultation

- Warm welcome – smile, eye contact, look professional
- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory experience using The Ritz-Carlton custom oils, introduce Optimal Skin Pro-Serum and offer Pink Hair and Scalp Mud

Procedure

Guest face down

- Inhalations advising guest to take three deep breaths
- The Ritz Carlton Body Analysis to assess the guest's areas of tension or concern

Massage

- Full body massage with hot stones to address guest's concerns (as per procedure) – back, back of legs, front of legs, abdomen (if required), arms

Head, neck & scalp

- Application of Hydrating Cleansing Milk
- Hot towel to remove
- Application of Optimal Skin Pro-Serum to décolleté, neck and face
- Neck and shoulder massage (freestyle)
- Scalp massage (as per procedure)
- The Ritz-Carlton Finishing Ritual

Link retail products

- Appropriate Bath & Body Oil
- Body Exfoliator – most appropriate to the guest's concerns (e.g. relaxation – Relaxing Salt Scrub)
- Appropriate Body Moisturiser
- Skin Stimulating Body Brush



ACTIVITY RECOVERY

50/60 minutes

Preparation

- 1 hot towel for exfoliation to back
- 6 hot face cloths or 2 hot face cloths and 2 pairs of mitts – for Body Analysis, leg exfoliation and Finishing Ritual

Consultation

- Warm welcome – smile, eye contact, look professional
- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory experience using The Ritz-Carlton custom oils

Procedure

Client face down

- Inhalations advising guest to take three deep breaths
- The Ritz-Carlton Body Analysis to assess the guest's areas of tension or concern
- Back exfoliation with Exfoliating Body Polish
- Remove with hot towel, blot and buff
- Perform back massage using chosen Body Oil focusing on client concerns (see procedure)

Client face up

- Realignment
- Exfoliate feet and lower legs
- Remove exfoliator with warm towels

Foot and lower leg massage

- Include deep movements over the calf muscles using thumbs – work deeply on the top of the feet
- Kneading to sole of foot
- Drain between toes
- Effleurage to foot and leg
- Application of Isotonic Cooling Body Hydrator
- Cover with towel
- Repeat to other foot
- The Ritz-Carlton Finishing Ritual

Link retail

- Invigorating Body Reviver
- Appropriate Bath & Body Oil – Fitness, Energising or depending on guest's concerns
- Appropriate Body Moisturiser



NATURALLY NURTURED MASSAGE

A deeply nourishing body massage designed to target areas prone to stress and tension during or after pregnancy. A soothing body massage specifically designed to suit your individual concerns, focusing on the areas needed to alleviate muscular aches, whilst helping to relax, restore and revitalize. A course of 6 treatments is recommended following the first trimester of pregnancy.

Why was this treatment created specifically for pregnancy?

We discovered there was an overwhelming demand for a treatment specifically designed for pregnancy rather than an adapted or watered down existing version. The Naturally Nurtured Massage has been designed to take into account all contra-indications and avoid the general use of essential oils during pregnancy as advised by the Aromatherapy Organisations Council.

Who is this treatment for?

- Pre Natal guests
- Mothers whilst breast feeding
- Post Natal guests
- IVF Guests/Ladies who are trying to conceive or think they might be pregnant (as a safe option to other treatments)
- Post-operative guests
- There are no contra-indications

Frequency of Treatments

- We recommend the first treatment to commence after the 12th week of pregnancy
- After this time, treatments can be taken as often as required

Benefits of the treatment

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-

Points to remember

- Pregnancy increases the hormone Progesterone causing less constriction in blood vessels leading to the possibility of varicose veins and fluid retention
- The hormone Relaxin is also increased to loosen muscles and joints – avoid over stretching
- We use a side lying position whilst massaging the back, to reduce strain on the muscles supporting the baby – as often recommended by Doctors and Midwives

How might your pregnant guest be feeling?



Suggested homecare for mother?

Suitable treatments

If under 12 weeks, The Ritz-Carlton Custom Facials and hand and foot treatments (lower leg and forearm) can be performed (taking care with the positioning of the couch and the guest. It is also advisable to avoid all ear work in the custom facial. After 12 weeks the guest may also enjoy the Naturally Nurtured Massage.

Areas to avoid

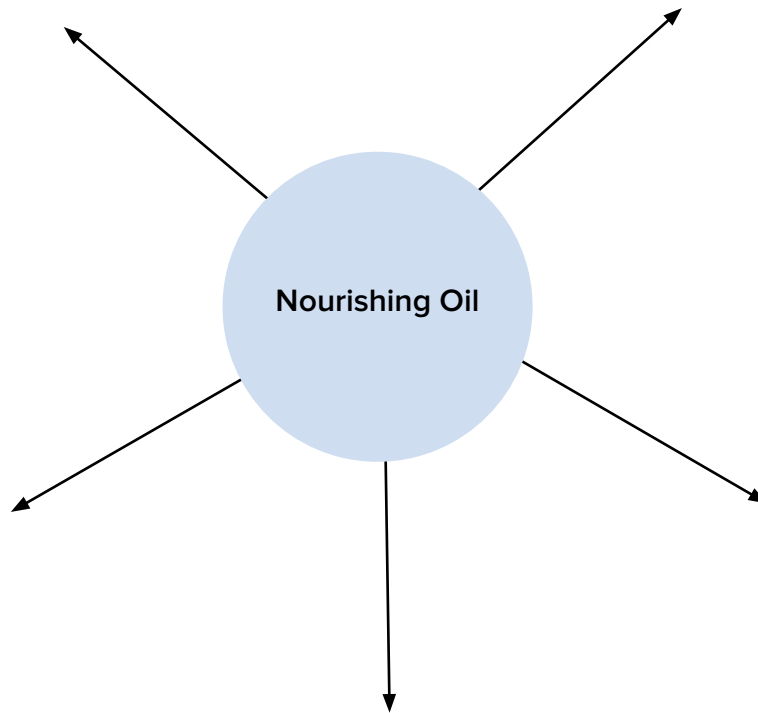
Contraindicated treatments

- Heat treatments i.e. sauna
- Relaxation Massage
- Stress Relief Massage
- Deep Muscle Massage
- Wraps (including Mud Wraps)
- Nourished Glow
- Lift and Firm
- Ultimate Lift and Firm
- Ayurvedic Treatments
- Hot Stones Treatments
- Enzyme Renewer

Products to avoid

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Consultation questions

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Room preparation and guest care

- Ensure room is safely set up – no trailing wires, loose mats etc
- Take the treatment bed to the floor level, for easy access
- The treatment bed must be able to adjust to a semi upright position – the pregnant guest should never lie flat
- No incense or burning oils
- Check room temperature and ensure heated blanket is turned off
- Make sure the guest is comfortable
- Offer help when the guest is changing position – but allow them to move in their time
- Offer extra support for the knees and back if needed



NATURALLY NURTURED MASSAGE

50/60 or 80/90 minutes

Depending to treatment time booked and guest's main concerns adapt massage accordingly to focus on the guest's main concerns. Always check your guest's comfort throughout the treatment

Preparation

- Natural Massage Oil (25ml)

Treatment bed

- Towel / sheet / sarong to cover guest (depending on temperature)
- Support pillows – for head, arms, bump and legs
- Modesty towel

Consultation

(with guest sitting on the couch)

- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Confirm treatment
- Ask open questions to establish your guest's needs during the verbal consultation
- No need for sensory experience – explain about the benefits of Natural Massage Oil to your guest discussing benefits related to the consultation
- Hot mitts to the feet cover and blot dry – No Body Analysis. Check guest comfort throughout treatment

Treatment procedure

- Assist guest to lie on left side into recovery position. Secure covering towel under lower hip
- Place pillows / cushions at head and shoulder, to side of guest and under top bent knee as needed
- Adjust couch height to suit therapist. Therapist must position themselves where they are comfortable

Back massage

- Firm pressure to meet guest's comfort level
- Single hand effleurage up right side of spine, down side
- Knead up back, slide down side
- Broken palmer linear up right side of spine, slide down side
- Palm and knuckle linear up right side of spine, slide down side
- Figure of 8 effleurage hip to shoulder to right side of back
- Thumb drains to gluteal
- Thumb circle up erector spinae
- Freestyle massage to scapula and neck area
- Thumb circles down erector spinae muscle
- Tiger strokes from sacrum up to shoulder



- Cover back & check comfort
- Outer right leg massage

Outer leg massage

- Firm pressure to meet guest's comfort level
- Split hand effleurage from knee – one hand to ankle, one hand to hip
- Upward (antigravity) circles / squeeze & lift movement to thigh (face guest)
- Wringing to thigh
- Palm linear up the IT band
- Palm and knuckle knead to IT band
- Large gluteal circles
- Small gluteal circles
- Drain to gluteal
- Effleurage to lower leg & knead calf
- Zig zags drain to side of calf
- Upward (antigravity) circles x3
- Remove pillows assist client to turn onto right side. Replace support pillows
- Repeat above to the left side
- Assist guest to lie on their back in a 45-degree upright position.
- Place V pillow or head support pillow
- Place a folded towel under the right hip
- Place lower leg pillow to raise lower legs
- Foot and leg massage freestyle (avoid indicated areas) (if required)

Product application to stomach (if required) Light & very gentle movements (no pressure)

- Both hands hold sacral for 3 breaths
- Alternate palm circles
- Face feet – large gentle upward circles
- Gentle thumb drains from rib cage – down working across the diaphragm
- Light diamond effleurage
- Alternate palm circles
- Both hands hold sacral for 3 breaths
- Arm massage freestyle (if required)
- Shoulder and décolleté massage freestyle (if required)
- Scalp massage (See procedure) (if required)
- The Ritz-Carlton Finishing Ritual (no pressure when bear walking down torso)
- Lower couch and assist guest off the couch (if required)



Link products

Nourishing Body Oil

Deeply Nourishing Body Cream

Pink Hair and Scalp Mud

Hydrating Cleansing Milk

EXPRESS TREATMENTS

SHOULDER, NECK AND SCALP MASSAGE

25 minutes

Procedure

- Application of Pink Hair and Scalp Mud to scalp
- Nourishing Massage Oil to décolleté

Shoulder and neck massage

- Heel of hand pressures across chest
- Thumb pressures under clavicle
- Push away from clavicle using alternate thumbs
- Skin rolls to chest
- Alternate shoulder pushes down towards the feet
- Alternate shoulder pushes towards the bed
- Effleurage across chest, down to elbows and up to occipital
- Knuckle neck and shoulders
- Deep thumb drains down back of neck
- Stretch head to one side, hold for 5 seconds
- Drain and stretch shoulder
- Repeat to other side
- Centralize head
- Stretch at occipital
- Fingertip kneads to occipital and slide into scalp massage

Scalp massage (see procedure)

- The Ritz-Carlton Finishing Ritual – no hot towels to the feet

Link retail products

- Pink Hair and Scalp Mud
- Appropriate Bath & Body Oil – Restorative Bath & Body Oil



INVIGORATING FOOT TREATMENT

25 minutes

Preparation

- 6 face cloths or 2 face cloths and 1 pair of mitts for exfoliation and Finishing Ritual
- V pillow (if available)

Procedure

- Hot mitts to the feet and spritz with Balancing Herbal Spa-Fresh Mist

Right Leg

- Using Exfoliating Body Polish
- Knead outer calf
- Knead inner calf
- Knead front of shin
- Knead Achilles
- Thumb kneads to sole of foot
- Remove with hot mitts, cover and blot dry
- Repeat to left leg

Massage procedure

- Effleurage using chosen Body Oil to lower leg
- Kneading to outer calf
- Kneading to inner calf
- Cupped drainage to back of leg both hands
- Zig zag drainage to outer leg then inner (ankle to knee)
- Knead top of knee (may be different for each guest)
- Pull down on Achilles (towards heel) – effleurage Achilles (may place foot on solar plexus for support)
- Stroke upwards on either side of Achilles
- Sandwich up to toes
- Starting with big toe working to little toe – gently pull each toe. Apply pressures to each side of all toes – finishing with pressure and release on the nail of each toe
- Pull and rotate each toe individually, working from big toe to little toe.
- Drain behind each toe individually (base to tip)
- Deep kneading to sole of foot – thumbs then knuckles
- Spinal twist to foot
- Support ankle with one hand and rotate with the other
- Effleurage



- Repeat massage to left leg
- To finish place bolster under calf area of both legs
- Wrap each foot in hot wet towel (one at a time) – squeeze the foot to remove excess oil
- Cover and blot dry
- Apply Isotonic Cooling Body Hydrator to legs and feet (avoiding soles of feet)
- Apply Skin Rescue Balm to heels if needed
- The Ritz-Carlton Finishing Ritual

Link retail products

- Skin Stimulating Body Brush
- Exfoliating Body Polish
- Isotonic Cooling Body Hydrator
- Skin Rescue Balm



SPA ENHANCEMENTS

Enhancements: product / equipment add-ons built into the treatment time, increasing the spa experience and treatment revenue

SCALP & HAIR CONDITIONING TREATMENT

Using the strengthening properties of Vitamin C- rich Watercress and red clay with a deeply relaxing scalp massage to reduce tension, condition the scalp and leave you with beautiful healthy hair. (This enhancement can be carried out with all massage, body and facial treatments)

Product required

- Pink Hair and Scalp Mud

Procedure

- Gently warm Pink Hair and Scalp Mud in the towel cabinet
- When the guest is face up apply the heated mixture generously to the scalp and hair
- Apply to the scalp using a medium pressure and keeping the movement constant. Sweep the remaining product through the back of hair and through to the ends
- Wrap the guest's head using a warm dry towel
- Allow products to absorb and penetrate whilst the treatment is continued up to the scalp massage
- Unwrap head and perform scalp massage

HAND OR FOOT REVITALIZER

Using Optimal Skin Pro Cleanser this treatment will soften, soothe and brighten the hands and feet
This enhancement can be carried out with all massage treatments

Product required

- Optimal Skin Pro-Cleanser
- Skin Rescue Balm / Rejuvenating Hand Cream

Procedure for hands

- Turn guest face up and apply Optimal Skin Pro-Cleanser to hands and wrap in warm dry towel / mitt
- Proceeded with massage procedure to the legs and abdomen if required
- Remove Optimal Skin Pro Cleanser from hands with warm mitts / towel, blot and dry
- Continue with arm and massage and finish with application of Rejuvenating Hand Cream



Procedure for feet

- Turn guest face up and proceed with massage to legs
- Apply Optimal Skin Pro-Cleanser to feet and wrap in warm dry towel
- Finish massage
- Product will be removed during finishing ritual
- Apply Skin Rescue Balm to heels of feet and cuticles

HOT STONE MELTER

Smooth basalt stones radiate heat deep inside the muscles to relieve tension and stress. (This enhancement can be carried out with all appropriate massage treatments)

Equipment required

- Hot stones

Procedure

- To differentiate between the core Hot Stone Massage and the Hot Stone enhancement the chakra stone placements and any other stone placements are omitted
- Use two hot stones per area to warm the muscles and continue with the massage booked
- Extra stones can be used to focus on the areas of guest's concerns (around scapula, neck and trapezius)

SMOOTH & FIRM BODY BUTTER

Combine the Smooth & Firm Body Butter with your body massage oil for rich melting hydration to refine skin texture, soften and restore suppleness (This enhancement can be carried out with all appropriate massage treatments)

Product required

- Smooth & Firm Body Butter 10 ml

Procedure

This enhancement can be carried out with all massage treatments

10ml of Smooth & Firm Body Butter is added to 20ml of massage oil and warmed in the towel cabinet



BACK REVIVER

This enhancement can be carried out with all appropriate massages or body treatments without back exfoliation

Enjoy a refreshing back exfoliation prior to any massage to instantly soften, smooth and revitalize your skin

Product required

- Exfoliating Body Polish

Procedure

- Client face down
- Inhalation
- Back exfoliation with Exfoliating Body Polish
- Remove with hot towel, blot and buff
- Continue with massage or treatment

MUSCLE RESCUE BALM

Boost any massage by incorporating Muscle Rescue Balm which contains a refreshing blend of Peppermint, Eucalyptus and Clove Bud to recharge and restore body and mind. (This enhancement can be carried out with all appropriate massage treatments)

Product required

Muscle Rescue Balm

Procedure

Apply to tight aching muscles over massage oil

STIMULATING BODY BRUSH

Improve tone and boost cell renewal for smoother, softer, more radiant skin. (This enhancement can be carried out with all appropriate massage treatments)

Product required

- Stimulating Body Brush

Procedure

- Guest face down body brush back of body, continue with relevant massage to back of body
- Turn guest face up body brush front of body, continue with relevant massage to front of body



NECK AND DÉCOLLETÉ BALM

Designed specifically to nourish and support this fragile area of the body, targeting skin elasticity so it feels supple and looks more plumped, lifted, and youthful. (Enhancement can be booked with any facial treatment or Ultimate Body Balancer)

Product required

- Tri Active™ Lift and Firm Neck & Décolleté Balm

Procedure

- Apply to neck and décolleté after applying appropriate eye serum and face serum

JADE ROLLER FACIAL MASSAGE

Calm & Soothe skin by incorporating this ancient Chinese tool into your facial. Take home the tool as a gift from us to continue the regimen at home for more visible and long-lasting results. (Enhancement can be booked with any facial treatment or Ultimate Body Balancer)

Product required

- Jade roller

Procedure

- Perform lymphatic drainage massage with jade roller

SKIN PROBIOTICS & PREBIOTICS

Boost any facial by using the technologically advanced Tri Active™ Resilience Pro-Biome serums and moisturizers to address the most visible signs of aging. (Enhancement can be booked with any facial treatment or Ultimate Body Balancer)

Product required

- Tri Active™ Resilience Pro-Biome Serum
- Tri Active™ Resilience Pro-Biome Eye Treatment
- Tri Active™ Resilience Pro-Biome Moisturiser

Procedure

- For facial massage mix chosen oil with Tri Active™ Resilience Pro-Biome Serum
- After the removal of chosen mask and Spa-Fresh Tonic pads and Mist apply Tri Active™ Resilience Pro-Biome Serum, Tri Active™ Resilience Pro-Biome Eye Treatment and Tri Active™ Resilience Pro-Biome Moisturiser





THE RITZ - CARLTON SPA

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