

Risk Management

Identify all possible potential challengers that may arrive in the spa under sections.

Propose and create a solution to these potential problems

Staff can use as a reference guide when such concerns/challenges come to fruition.

Possible Risks	Solutions
Staff	
Guests	
Treatments	
Products	
Spa	
Staffing Possible Risks	Solutions
Staff no show	
Staff illness (sick,injury)	
Middle of treatments	
During day	

Before starting work	
Feels ill night before	
Hurts themselves at work	
Staff family matter before work	
And during work	
Staff conflict with client	
Staff conflict with m/me....	
Staff conflict with other staff member.	
Staff under influence drugs/alcohol	
Staff inappropriately dressed/uniform	
Inappropriately groomed.	
Inappropriate hygiene.	
Unprofessional inappropriate behavior with client	
Unprofessional inappropriate behavior with other staff	

Guest Possible Risks	Solutions
No show of guest.	
Guests birthday	
Guests turns up, no appointment	
Guest booked longer appointment than what we actually booked.	
Guest turns up with an extra guest.	
Guest unwell during treatment/on arrival	
Intoxicated	
Inappropriate behavior	
Body skin conditions	
Hurts self during treatment	
Reacts to products	
Doesn't like treatment e.g. vichy ,,, want to stop	
Guest wants food/alcoholic refreshment	

Guest wants to shower	
Guest wants to add a treatment	
Guest wants to extend time.	
Guest cold/hot	
Guest becomes emotional	
Guest want to tip	
Guest asks if you will perform treatments from home	
Guest is sleeping at end of treatment	
Guest brings in child/baby	
Guest has sunburn	
Guest brings animal into spa(dog)	
Guest speaks really loudly	
Guest leaves mobile phone on/ electronic device	
Guest does like music	
Guest has spray on tan	

Guest wants makeup after treatment	
Guest want product out of stock	
Guest want product no longer in stock	
Guest spoils bed/clothes	
Guest gets product on personal clothes.	
Salon Possible Risks	Solutions
Computer crash	
Power cut	
Snow storm	
Flooding	
Water cut	
No hot water	
Fire	

[illegible]