

## Spa Staff Culture

### Spa Beauty NZ

#### Staff Mission Statement

- Work ethics, positive, professional
- Business practice: Exceeding client expectations
- Beliefs work together as a team and provide outstanding service
- Values, honesty, trust, integrity, respect

*A spa staff culture is reflective of your values, it is always best to introduce the spa culture at the time of the interview process with your potential new employee. For an employee to see this is you the employer showing clear expectations to the team's culture. Buy in from all staff is essential, please have all staff upon accepting their role within your business sign the spa culture agreement.*

*If you have an existing business and you do not have a spa culture established for your team we recommend you develop the team culture expectations with your team during a staff meeting.*

*Team culture suggestions, once you have established your list, priorities the top 10-12, then describe each one. The team culture should also be displayed in the staff room as a positive reminder how what is expected.*

#### "Every day in every way, a positive influence"

- trustworthy
- Honesty
- Integrity
- Passionate
- Reliable
- supportive
- Team player
- Pride in oneself and the business
- Respect each other
- Loyalty to staff, clients and business
- Professionalism
- Groomed from head to toe
- Friendly manner
- Communication, strong internal communication
- Relationship, Social aspect
- Positive influence, emotional deposits not withdrawals
- Educated, qualified, upskilling
- Goal orientated
- Constructive criticism feedback
- Empathetic listeners
- Effective leadership

Priority	Team Culture	Description
1		
2		
3		
4		
5		
6		
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10		
11		
12		