

MANAGEMENT ASSISTANCE

Tailor-made spa consulting services

As a spa consultant, ORLOFF helps hotels save time and money with the best solutions on how to set up a spa and achieve best spa practice.

ORLOFF proposes tailor-made spa consulting and spa management services to suit each individual spa project and budget. The level of involvement of the spa consultant is up to you.

You are in charge of the development of your new spa unit and seeking for business assistance, you need a luxury spa brand and professional spa consulting services... you need the Orloff spa experts.

Spa management services

ORLOFF acts as a long-term spa consultant, beyond the spa set up and gets involved in day-to-day spa management services with a regard on service quality on the one hand and on financial performance on the other hand.

Spa architecture advice

ORLOFF spa consulting services include evaluation of the facility lay out & organization of a retail corner, a relaxation room, a wet area, selection of treatment rooms , choice of spa equipment, and advice on spa design and interior decoration.

Staffing and spa organization

To set up a spa in Athens, you need to make a list of the various job specialties, evaluate the staff and select a Spa Manager, to organize the spa operation, list all kind of necessary supplies, establish the appropriate spa management training and provide the best spa consulting services on how to manage a spa.

SOP & PRE-OPENING PROCEDURE

- ORLOFF shares its spa know-how through the “Standard Operation Procedures” training.

Through continues training, monitoring and spa assistance, Orloff guarantees an international quality standard of spa service.

- Desk management training is done in accordance to SOP in a situation of virtual reality, one week before the spa opening as the first step of the “How to manage a spa” tutorial, regarding management and planning, guest’s reception services and boutique sales.

Day-to-day spa management services

ORLOFF spa assistance entails the efficient day-to-day spa management through audit visits and mystery shopper’s visits. Regular reporting on financial, organizational and quality basis ensures the right operation and success of the spa, just like in a Management contract.

Marketing policy

ORLOFF implements elements of specific marketing policies such as: membership policy, gift vouchers, sales incentives like” Happy Hour” and promotional events.