

— LOVE PAMPER COMPANY —

EVENT EXPECTATIONS

Events are one of the most important parts of Love Pamper Company's service. Whether it's a private celebration, a group pamper party, or an accommodation partner booking, clients expect a seamless, luxury spa experience from start to finish. These expectations ensure every therapist delivers consistency, professionalism, and the signature Love Pamper Company touch.

1. Arrival & Setup

Your arrival sets the tone for the entire event.

Therapists must:

- Arrive 10–15 minutes early
- Present themselves professionally and calmly
- Bring all required equipment, clean and organised
- Introduce themselves warmly to the host or organiser
- Set up quietly and efficiently
- Create a spa-like environment with tidy, calming presentation

A smooth, calm setup helps clients feel relaxed and reassured.

2. Professional Conduct Throughout the Event

During events, therapists must maintain:

- A warm, calm, luxury presence
- Professional boundaries
- Minimal, purposeful communication
- Respect for all guests and hosts
- A tidy, organised workspace
- Consistent treatment delivery
- A quiet, peaceful atmosphere

Your behaviour should always reflect the premium nature of our brand.

3. Delivering Treatments

During treatments:

- Follow Love Pamper Company protocols
- Deliver treatments exactly as trained
- Maintain timing and consistency

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- Ensure client comfort at all times
- Use calm, confident communication
- Avoid unnecessary conversation
- Keep movements smooth, controlled, and professional

Every treatment should feel luxurious, safe, and expertly delivered.

4. Supporting the Host or Organiser

Events often involve multiple guests and moving parts. Therapists must:

- Communicate clearly and calmly
- Keep the schedule running smoothly
- Be flexible and supportive where appropriate
- Maintain a positive, professional attitude
- Respect the organiser's instructions
- Help create a relaxing, enjoyable experience for everyone

Your professionalism helps ensure repeat bookings and strong relationships.

5. Maintaining a Luxury Environment

The atmosphere is just as important as the treatment.

Therapists must:

- Keep noise to a minimum
- Maintain a tidy workspace
- Use clean, neatly folded towels
- Keep products organised
- Avoid clutter
- Ensure the environment feels calm and spa-like

Clients should feel they are receiving a premium spa experience, wherever they are.

6. After the Event

Once treatments are complete:

- Offer water and aftercare advice
- Thank each client warmly
- Clean your space thoroughly

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- Pack equipment neatly and discreetly
- Leave the property exactly as you found it
- Thank the host or organiser
- Exit quietly and professionally

A polished finish leaves a lasting impression.

7. Reporting & Follow-Up

After the event:

- Submit your invoice promptly
- Report any issues immediately
- Provide feedback if needed
- Maintain professional communication

This ensures smooth operations and supports future bookings.

8. Why Event Standards Matter

These expectations ensure:

- Clients receive a consistent luxury experience
- Hosts feel supported and valued
- Accommodation partners trust our professionalism
- Therapists maintain a high standard of work
- Love Pamper Company continues to grow and thrive

Your role at events is essential to our brand's reputation.