

— LOVE PAMPER COMPANY —

COMMUNICATION & ETIQUETTE

Communication is one of the most important parts of delivering a luxury spa experience. The way you speak, behave, and interact with clients directly reflects the Love Pamper Company brand. Every therapist must communicate with calmness, professionalism, and warmth at all times.

1. Our Communication Style

Love Pamper Company therapists communicate with:

- **Warmth** – friendly but professional
- **Calmness** – soothing, reassuring, never rushed
- **Clarity** – simple, confident explanations
- **Professionalism** – respectful, polished, brand-aligned
- **Discretion** – no personal oversharing

Clients should feel relaxed, valued, and completely at ease from the moment you arrive.

2. Professional Etiquette

Always Do

- Greet clients with a warm, calm tone
- Introduce yourself confidently
- Maintain eye contact and a friendly smile
- Speak softly and respectfully
- Listen carefully to client needs
- Keep communication simple and reassuring
- Maintain professional boundaries
- Respect client privacy and comfort

Never Do

- Discuss personal problems
- Talk about other therapists
- Comment on pricing or payment
- Ask for tips
- Promote your own business
- Share your personal phone number
- Engage in gossip or negative conversation

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- Overshare personal information

Your communication should always feel luxury, calm, and professional.

3. During Treatments

During treatments, communication should be minimal and purposeful.

Appropriate Communication

- Checking pressure
- Confirming comfort
- Asking about temperature
- Offering adjustments
- Providing reassurance if needed

Avoid

- Long conversations
- Personal stories
- Unnecessary chatter
- Anything that disrupts relaxation

Clients come to us for peace, calm, and luxury — your voice should support that atmosphere.

4. Handling Client Concerns

If a client expresses discomfort or uncertainty:

- Stay calm and reassuring
- Listen carefully
- Adjust pressure, temperature, or positioning
- Offer clear, simple explanations
- Maintain professionalism at all times

Never dismiss concerns or make assumptions.

5. Communication With Accommodation Partners

Accommodation partners expect:

- Polite, professional communication
- Respect for property rules
- Calm, quiet behaviour

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- Clear updates if needed
- Zero disruption to guests

Your professionalism helps maintain strong relationships with our partners.

6. Digital Communication (WhatsApp & Messages)

When responding to booking messages:

- Reply promptly
- Keep messages short and professional
- Confirm details clearly
- Avoid emojis unless appropriate
- Never send voice notes unless requested
- Maintain the same luxury tone as in person

Your digital communication is part of the brand experience.

7. Brand-Aligned Phrases

Here are examples of phrases that match our tone:

- “Of course, I can help with that.”
- “Let me know if you’d like the pressure adjusted.”
- “I’ll make sure you feel comfortable throughout.”
- “Please relax and enjoy your treatment.”
- “Thank you so much — I hope you enjoyed your experience.”

These reinforce calmness, luxury, and professionalism.