

HOW TO BE A *Top Earning*

SPA OR SALON THERAPIST

ONLINE TRAINING SERIES

The world's first
corporate level on-line,
on demand business
psychology-based
training for spa or salon
therapists

Do you want to be a top earning spa or salon therapist?

The answer should be "Yes!!!"

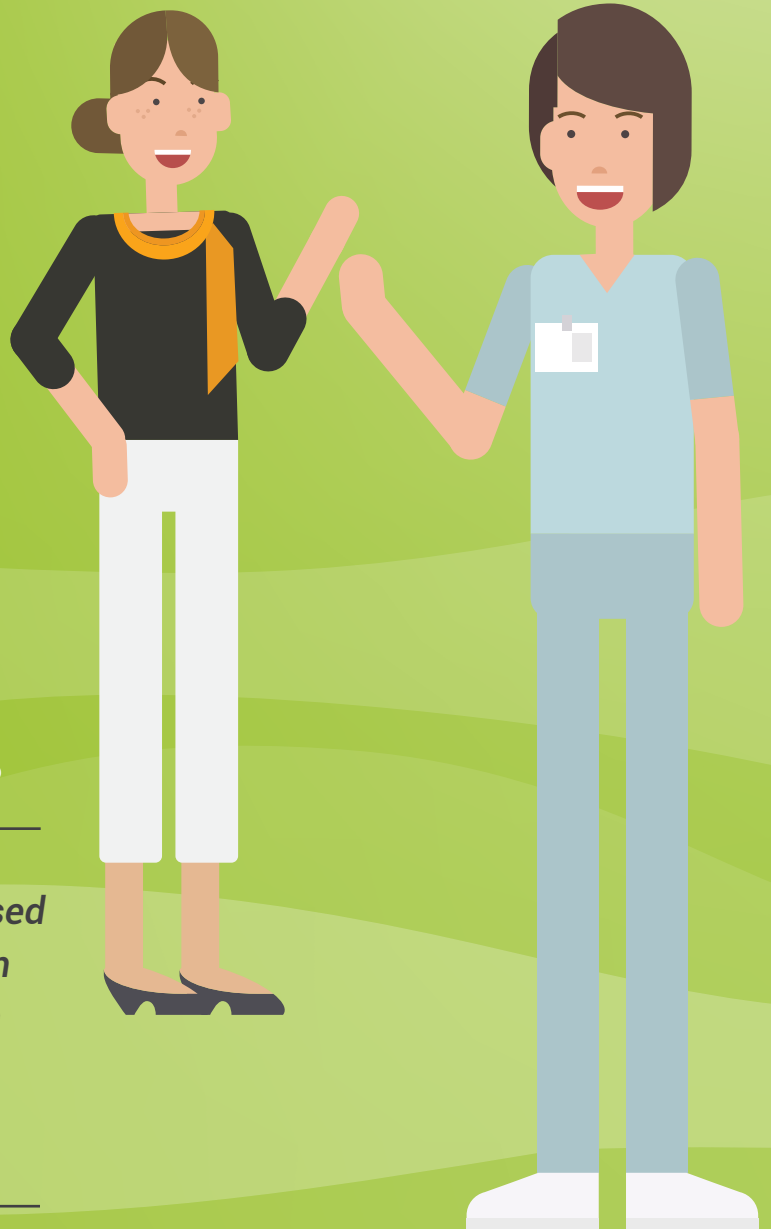
To achieve this, you also need to be able to answer "Yes"
to the following three questions:

1 Are you able to connect with
your clients at a personal level?

2 Do you have enough clients
requesting you by name so that
your commissions are stable
even when business is quiet?

3 Do clients, both new and
regular, follow your treatment
and product recommendations?

*"The Evolution- U Spa Academy offers a
unique spa and salon training solution based
on 20 years of operational experience from
one of Asia's most awarded spa and salon
chains, combined with world leading
business psychology content used by
Fortune 500 companies."*



Treatment and product training alone are not enough to make us the best at what we do. We often miss the opportunity to upsell and promote because we are missing the required inter-personal communication skills. The Evolution-U Spa Academy "How to be a Top Earning Spa or Salon Therapist" training gives you the tools needed to become the very best spa or salon therapist.



Trainer NEIL ORVAY



Ex-Investment Banker and entrepreneur of 30 years

sense of touch

Founded multi-award winning day spa salon chain Sense of Touch in 2002



Has trained over 10,000 executives globally in business psychology

Regular panelist and speaker on the global spa salon circuit



What do I get



10 tutorial videos packed full of great information and tips on how to be the very best spa or salon therapist!



Knowledge Reviews to make sure the key points have been understood.



Beautifully designed articles and "Top Tips" to help review and remember the key points



An Evolution-U Spa Academy Certificate of Completion!



Lots of group exercises and role plays*

*if your spa or salon manager also takes the Evolution-U Spa Academy "Running a Top Performing Spa or Salon Team" training.

About EVOLUTION U

Founded in 2009 to develop and deliver high level proprietary soft skills training content

Client base of leading financial institutions and multi-nationals from sectors including insurance, consulting, legal, government, luxury, retail, spa and wellness.

Core competencies include Communication, Persuasion, Sales, Negotiation, Personal Empowerment, Leadership, Coaching and Diversity & Inclusion.

Course Duration

2 hours (10 topics)

All courses are fully on-line and on demand, so you can complete their training over an 8-10 day period of approximately one 15 minute session per day!



Course Content

Spa and salon therapist training traditionally focuses on treatment and product training. While these are essential, they miss the critical inter-personal skills that make the top therapists the top producers. Many highly capable therapists never realise their full potential because they have never been taught how to communicate with clients. Let's fix this now!

MODULE

1

ESSENTIAL SKILLS FOR SPA AND SALON THERAPISTS

- TOPIC 1. Setting First Impressions
- TOPIC 2. Greeting Guests for a Service
- TOPIC 3. Pre-treatment in-spa Client Communications

MODULE

2

HOW TO BE A TOP REVENUE EARNER

- TOPIC 4. How to use Consultation Forms to drive recommendations
- TOPIC 5. Up-Selling Packages & Upgrading Services
- TOPIC 6. Post-treatment in-spa Client Communications
- TOPIC 7. Hitting your Retail Sales Numbers!

MODULE

3

ADVANCED THERAPIST SKILLS

- TOPIC 8. Customer Retention & Building a request client base
- TOPIC 9. Making Lasting Impressions
- TOPIC 10. Handling Complaints

What our clients have said...

The importance of communication between the client and therapist was a strong theme. How to educate and give information regarding the treatment; and making client happy and feel satisfied after leaving the spa were also really useful sections...

RAMA
Senior Spa Therapist

It is easy and very convenient for me to study in my free time. If I can't understand I can replay the videos and look again. It is very helpful to me.

SALINA
Spa Therapist

It is very useful and I have gained a lot of knowledge in just one click. The course format is very well designed and self-explanatory.

PHUNGMA
Spa Therapist

The course gave me insights on how to share my knowledge about treatments with the client, making sure the client is comfortable and listening to their problem first, and how to make a treatment plan to increase client retention and revenues.

SUSHMA
Senior Spa Therapist

Pre-treatment communication, setting first impressions, getting to know your clients were the top 3 takeaways that will make a difference for me.

MARILYN
Assistant Spa Manager

