

Nepal Industrial and Business Sector **Occupational Standard (OS)** Of **Spa & Wellness Therapist Level-2**



In jointly implemented by



Occupational classification linkage with NSCO

Occupational Title: Spa & Wellness Therapist

Level: 2

Sector: Tourism

Sub – Sector: Health & wellness

OS ID No: TR-008-078

Major Group: 5

Sub-major Group: 51

Minor Group: 514

Unit Group: 5142

Occupation Specific Employers Panel:

S.N.	Name	Designation	Organization
1.	Mr. Bhubaneshwor Phaiju	Owner	Tranquility Spa
2.	Mr. Suresh Puri	Executive Director	Tranquility Spa
3.	Mr. Ravi Shah	Owner	Kinjala Spa, Kathmandu
4.	Mr. Amrit Thokar	Owner	Necture Spa, Kathmandu
5.	Mr. Ranil Phaiju	Director of operation	Tranquility Spa, Kathmandu
6.	Mr. Nageshwar Sitaula	Owner	Senses spa, Pokhara
7.	Ms. Bishnu Maya Rai	Owner	Himalayan spa, Pokhara
8.	Ms. Laxmi shrestha	Owner	Gladius spa, Pokhara
9.	Ms. Ganga Pun	Owner	Annapurna Spa, Pokhara
10.	Mr. Amrit B.C.	Operational manager	Water Front Resort and Spa, Pokhara
11.	Mr. Toyenath Poudel	Manager	Atithi Resort & Spa, Pokhara

Experts Workers Panel

S.N.	Name	Designation	Organization
1.	Mr. Bikram Thokar	Spa and Wellness Therapist	Nature Spa, Kathmandu
2.	Ms. Rita Gayak	Spa and Wellness Therapist	Kinjala Spa, Pokhara
3.	Ms. Rita Karki	Spa and Wellness Therapist	Tranquility Spa and Wellness, Pokhara
4.	Ms. Pabitra Giri	Spa and Wellness Therapist	Senses spa, Pokhara
5.	Ms. Kiran shrestha	Spa and Wellness Therapist	Gladius spa, Pokhara
6.	Ms. Anu Pariyar	Spa and Wellness Therapist	Rosemary Spa, Pokhara
7.	Ms. Ranju Rai	Spa and Wellness Therapist	Himalayan Spa, Pokhara
8.	Ms. Barsha Bhujel	Spa and Wellness Therapist	Hotel Barahi, Pokhara
9.	Ms. Jyoti Rana	Spa and Wellness Therapist	Diamond and Lotus Spa, Pokhara
10.	Ms. Bindu Rana Magar	Spa and Wellness Therapist	Spa Royal Rani, Pokhara
11.	Ms. Charitra Gurung	Spa and Wellness Therapist	Kinjala spa, Pokhara
12.	Ms. Nirmala Shrestha	Spa and Wellness Therapist	Red Rose Spa, Butwal

OS Developed by:

S.N.	Name	Designation	Organization
1.	Mr. Tararaj Luitel	Facilitator	Freelancer
2.	Mr. Ajit Ranabhat	Recorder	Freelancer

OS Reviewed by Sector Working Group Members:

S.N.	Name	Designation	Representation (Organization)
1.	Ms. Sarita Lama	General Secretary	FNCCI (TAAN)
2.	Ms. Pampha Devi Dhamala	National Council Member & Chair of Tourism Committee	CNI
3.	Ms. Roshani Upadhyaya	Sr. Vice President CWEC	FNCSI
4.	Mr. Youbraj Shrestha	Executive Member	HAN
5.	Mr. Prabesh Aryal	Sector Expert	ELMS

OS Verified by Technical Advisory Committee Members:

S.N.	Name	Designation	Organization
1.	Dr. Mahesh Nath Parajuli	Professor	KU
2.	Mr. Kul Bahadur Phadera	Under secretary	MoEST
3.	Mr. Pravat Uprety	Associate Prof.	TU
4.	Mr. Kishor KC	Statistics Officer	CBS
5.	Ms. Sarada Ghimire	Dy. Director	CTEVT, Curriculum Div.
6.	Mr. Keshab Ghimire	Dy. Director	CTEVT, NSTB

OS Recommended by ELMS Coordination Committee Members:

S.N.	Name	Designation	Organization
1.	Mr. Rabin Kumar Shrestha	Focal Person/Ex EC member	FNCCI
2.	Mr. Sumit Kumar Kedia	Executive committee member	FNCCI
3.	Mr. Birendra Raj Pandey	Vice –president	CNI
4.	Mr. Megh Nath Neupane	Senior – Consultant	CNI
5.	Ms. Shobha Gurung	Vice president	FNCSI
6.	Mr. Mohan Katuwal	Vice president	FNCSI
7.	Mr. Binayak Shah	Senior-vice president	HAN
8.	Mr. Sajjan Shakya	Secretary General	HAN
9.	Mr. Nicholas Pandey	Senior Vice President	FCAN
10.	Mr. Roshan Dahal	General Secretary	FCAN

OS Approved by ELMS Board Members:

S.N.	Name	Designation	Organization
11.	Mr. Shekhar Golchha	President	FNCCI
12.	Mr. Vishnu Kumar Agarwal	President	CNI
13.	Mr. Shyam Prasad Giri	President	FNCSI
14.	Ms. Srijana Rana	President	HAN
15.	Mr. Rabi Singh	President	FCAN
16.	Mr. Chandra Kanta Adhikari	Member Secretary	ELMS

Occupational Description:

Spa & Wellness Therapist massages customers and administers other body conditioning treatments for hygienic or remedial purposes: applies alcohol, lubricants, or other rubbing compounds, massages the body, using such techniques as kneading, rubbing, and stroking flesh, to stimulate blood circulation, relax contracted muscles, facilitate elimination of waste matter, or to relieve other conditions, using hands or vibrating equipment.

Spa & Wellness is a rapidly growing business in Nepal that creates thousands of jobs. It is emerging as one of the highest revenue generating tourism products and very popular amongst tourists as it refers to medicinal tourism. It is not only popular amongst tourists but also becoming a lifestyle of many Nepalese. Perception towards Spa & Tourism is changing as it was taken as an expensive product in the past. Many countries including neighboring countries India, China, Bangladesh are generating huge revenue by promoting Spa & Wellness as medicinal tourism. Over a period of time, huge investment in Spa & Wellness business is done in this sector in Nepal. They are trying to encourage locals by making it affordable for each and every class of people by setting standards and maintaining levels. Almost all 5, 4 & 3 star hotels are offering Spa & Wellness service apart from a number of large, medium & small independent spa & wellness centers that are offering their services across the country that created employment for hundreds of spa & wellness professionals. Independent Spa & Wellness operators are organizing some in-house occupational training to fulfill the shortages of skilled human resources. As the demand is increasing in Spa & Wellness industry sizable investment is done and employment opportunities are created in Spa & Wellness industry sector for which production of industry demanded occupation skill standard Spa & Wellness Masseuse will further mitigate human resource shortage problems for employer and open the avenues for aspirant job seekers for employment opportunities.

The occupation Spa & Wellness Therapist Level-2 describes the individual with required knowledge for applying basic method of performance, knowledge to select tools, equipment and materials appropriate for the given task. He/she possess the ability to apply basic theory and principle of the common duties and tasks to solve the given assignment. Further, the performer has ability to act independently in simple core skills and can work under the supervision of supervisor for some higher level of tasks to ensure the technicality as a co-worker. This individual has to use different body ointments, chemicals, apply health and spa related equipment and device and supervises assistant worker and labour in the team. Nepal's industrial & business sector expects Individual reserving set level of skills, knowledge and attitudes which reflect for the improvement of production/services and workers' productivity.

Occupational and environmental safety:

Aromatic and herbal oils bottle, human hair, wax strips, pads, disposable garments, cotton wool buds, and every other item used for certain treatments are the main wastage of Spa. The proper disposal of junk and waste materials is of prime importance to reduce occupational and environmental hazard and proper segregation of wastage, bagging and putting them into a separate trash bin is important. Segregation involves separating the waste by type for effective disposal. Putting non-recyclable items /recyclable trash into bins for pickup service is necessary.

Minimum Job Entry Requirement:

As per the labour law the Nepalese citizen aged 18 years and above and competent as per this occupation standards are eligible to enter in this occupation. To cope the required knowledge and tasks performance standard of this occupation SEE graduates or equivalent qualification are recommended to enter in any skill and knowledge impartation courses.

Worker's traits:

The desired workers traits are mentally and physically fit and strong, creative, presentable, having good sense of humor, disciplined and positive attitudes, high level of passionate, courteous, treating customer with love, care and respect, time management, friendly with working tools, equipment and other machineries used in spa, friendly behaviors, good interpersonal skills and exhibiting strong respect towards the job.

Occupational career path:

- **Above the Position-** Senior Spa and wellness therapist: Level-3
- **Current Position-** Spa and wellness therapist: Level-2
- **Below the Position-** Assistant spa and wellness therapist: Level-1

Abbreviation used:

Task Level	Rating number and their meaning
Significance	: 1-Important; 2-Moderately important; 3-Highly important;
Ease	: 1-Easy; 2-Moderately easy; 3-Very easy;
Occurrence	: 1-Rarely occurred; 2-Moderately occurred; 3-Frequently occurred.

N/A	: Not Applicable
OS	: Occupation Standard
FNCCI	: Federation of Nepalese Chambers of Commerce & Industry
CNI	: Confederation of Nepalese Industries
FNCSI	: Federation of Nepalese Cottage & Small Industries
FCAN	: Federation of Construction Association Nepal
HAN	: Hotel Association Nepal
ELMS	: Employers Led Market Secretariat
SWG	: Sector Working Group
TAC	: Technical Advisory Committee
SOP	: Standard Operating Procedure
KU	: Kathmandu University
MoEST	: Ministry of Education, Science & Technology
TU	: Tribhuvan University
CBS	: Central Bureau of Statistics
CTEVT	: Council of Technical Education and Vocational Training
NSTB	: National Skill Testing Board
Div	: Division
PPE	: Personal Protective Equipment

List of duties and tasks of the occupation:

Soft skills Area:			
S.N.	Duty statements	Task Number.	Task statements
1.	Demonstrate positive attitudes	1. 2. 3. 4. 5.	Manage time Exhibit empathy Keep work ethics Respond assignment Receive / give feedback and feed forward
2.	Exhibit interpersonal skills	6. 7. 8. 9.	Listen others Communicate with others Coordinate with others Perform net-working
3.	Demonstrate occupational leadership	10. 11. 12. 13. 14.	Exhibit behavior of team player Make decision Solve problem Take responsibility and accountability Develop work plan of Spa & Wellness Therapist
Core skills Area:			
S.N.	Duty statements	Task number	Task statements
4.	Prepare therapy room	15. 16. 17. 18. 19. 20.	Prepare layout for room set up Set up tools and equipment Set up lights Set up music Set up A/C set Set up shower bath
5.	Maintain hygiene	21. 22. 23. 24. 25. 26.	Clean treatment room Clean/sanitize tools, equipment and materials Sterilize tools, equipment and materials Refresh treatment room Maintain personal hygiene Maintain professional hygiene and safety
6.	Provide marketing/ receptionist service	27. 28. 29. 30.	Take online reservation Receive/make telephone call Develop/ revise menu / services as per market demand Provide information on menu/services available
7.	Provide customer care	31. 32. 33. 34. 35. 36.	Take case history Suggest suitable therapy Take care of clients belongings Maintain hospitality Receive feedback Perform follow up with customer
8.	Provide treatment therapy	37. 38. 39. 40. 41.	Provide ayurveda massage Perform deep tissue massage Provide aroma therapy Provide Thai/dry massage Provide trekkers healing

	42.	Provide hot stone massage
	43.	Perform herbal infusion
	44.	Provide sirodhara treatment
	45.	Provide head massage
	46.	Perform hair oil massage
	47.	Provide back massage
	48.	Provide foot massage
	49.	Arrange for sauna bath
	50.	Arrange Jacuzzi bath
	51.	Arrange steam bath
9. Provide beauty treatment	52.	Provide pedicure
	53.	Provide manicure
	54.	Perform waxing
	55.	Perform body scrub/ polishing
	56.	Perform threading
	57.	Perform hair spa
	58.	Perform facial
	59.	Perform mud/body wrap
10. Manage stock, waste and reporting	60.	Prepare checklist
	61.	Perform procurement
	62.	Store materials
	63.	Manage waste
	64.	Provide report to management

Task Competency Standard

Soft Skills Area:

Task number:	1		
Task statement:	Manage time		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Regular duty hours and work plan Task: Manage time Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Exhibited punctuality; Task completed within the given time frame; Task performed as per the given work plan. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of time management; Work priority and rescheduling as per the urgency; Points to be consider while managing time during duty hours. 		

Task number:	2		
Task statement:	Exhibit empathy		
Level of task:	Significance	Ease	Occurrence
	2	2	1
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Any incident (Problems, awkward situation or unusual situation) of customer or team members Task: Exhibit empathy Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Expressed feelings (body language, gesture, posture, facial expression) as per the given incident during the performance; Acted accordingly as per the feelings. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance empathy; Different situation of empathy exhibition; Points to be consider while exhibiting empathy. 		

Task number:	3		
Task statement:	Adopt work ethics of the occupation		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Occupational ethics and Code of conduct of organization; Standard operating procedure (SOP). Task: Keep work ethics Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Given occupational ethics and organizational code of conduct is followed; SOP is followed and performer is satisfied and motivated in the occupation. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance work ethics; Occupational work ethics; Code of conducts of organization or SOP. 		

Task number:	4		
Task statement:	Respond assignment		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any assignment or task order Task: Respond assignment Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Prompt response is exhibited; Assignment noted; Assignment completed within the agreed time. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of timely response; Time requirement any assignment; Manner of interaction with others; Types of work and urgency. 		

Task number:	5		
Task statement:	Receive / give feedback and feed forward		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Any assignment or task order Task: Receive / give feedback and feed forward Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Performer listen actively; Noted feed forward and feedback; Firstly given positive feedback objectively; Secondly given developmental feedback objectively; Digestible amount of feedback is considered. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of feed forward and feedback; Types of feedback; Techniques of receiving and giving feed forward and feedback. 		

Task number:	6		
Task statement:	Listen others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Customer or team member is complaining / reporting Task: Listen others Time: NA Standard/Criteria: <ul style="list-style-type: none"> Performer listen actively; Nodded the head during listening; Asked for clarification; Noted the complaint or reporting; Reporter or complainer is satisfied with his/her listening attitude. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of active listening; 		

	<ul style="list-style-type: none"> • Differences between active listening and hearing; • Techniques of active listening.
--	--------------------------------------------------------------------------------------------------------------------------------------------------

Task number:	7		
Task statement:	Communicate with others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> • Information to be communicated; • Relevant audience. Task: Communicate with others Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Clear and audible voice is listen; • Communicated with pleasant vocal; • Natural visual expressions are exhibited during the communication; • Information shared is concise and complete. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of effective communication; • Effective communication model; • Types of communication; • Means of communication; • Techniques of effective communication. 		

Task number:	8		
Task statement:	Coordinate with others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> • Agenda or issue or information to be coordinated; • Team members or relevant stakeholders; • Means of coordination. Task: Coordinate with others Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Coordination is done per the given agenda, issues or information to be shared; • Coordination is done per the target receivers; • Coordination is done per the given means of coordination. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance coordination; • Means of coordination; • Techniques of effective coordination. 		

Task number:	9		
Task statement:	Perform net-working		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Assignment; • Job description. Task: Perform net-working Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Service delivery met the standard of the organization; • Additional service procurement is found easily. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of networking; • Means of networking; • Techniques of effective networking. 		

Task number:	10		
Task statement:	Exhibit behavior of team player		
Level of task:	Significance	Ease	Occurrence
	2	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Assignment; • Working team. Task: Exhibit behavior of team player Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Team members are encouraged; • Taken collective ownership; • Possessed cooperative and assertiveness; • Taken responsibility and accountability. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of team work; • Characteristics of good team player; • Phases of team formation; • Tips of effective team work. 		

Task number:	11		
Task statement:	Make decision		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Any assignment with possible unusual situation during the process; • Problem or case and time frame. Task: Make decision Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Decision taken within given time frame; • Desired result achieved; • Decision considered efficient use of time, money and resources. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of decision making; • Simple decision making process. 		

Task number:	12		
Task statement:	Solve problem		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any problem or case and time frame Task: Solve problem Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Problems are solved in given time frame; Desired result is achieved; Considered the efficient use of time, money and resources. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of problem solving; List of potential problems in the occupation (Spa & Wellness Therapist); General problem solving techniques. 		

Task number:	13		
Task statement:	Take responsibility and accountability		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Assignment; Job description. Task: Take responsibility and accountability Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Exhibited dedication to the assignment; Attempted to complete the assignment as per the set standard; Taken ownership of results. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning of responsibility and accountability; Importance of responsibility and accountability for Spa & Wellness Therapist. 		

Task number:	14		
Task statement:	Develop work plan of Spa & Wellness Therapist		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> List of tasks and their priority order; Planning forms and format; Job description. Task: Develop work plan of Spa & Wellness Therapist Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Plan is developed as per the given tasks; Planning is done in given forms and format; Tasks are planned based on priority order or sequence; Considered efficient use of resources (time, money, and people). 		

Related technical knowledge:	<ul style="list-style-type: none"> • Meaning of planning; • Importance of planning; • Different planning tools; • Points to be considered while planning.
-------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Core Skills Area			
Task number:	15		
Task statement:	Prepare layout for room set up		
Level of task:	Significance	Ease	Occurance
	3	2	1
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Room selection; • Room component. Task: Prepare lay-out for room set up Time: 1 Hour Standard/Criteria: <ul style="list-style-type: none"> • Lay out is matching with the lay out given by the supervisor; • Given components are accounted; • Lay out is as per the given room. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance of workplace layout; • Size of different components; • Key components of spa and wellness therapy room; • Desirable site for spa and wellness therapy room. 		
Safety / precaution:	<ul style="list-style-type: none"> • Consider given components while preparing the layout 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Paper, pen 		

Task number:	16		
Task statement:	Set up tools and equipment.		
Level of task:	Significance	Ease	Occurance
	3	3	1
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • As per layout component Task: Set up tools and equipment. Time: 8 Hour Standard/Criteria: <ul style="list-style-type: none"> • Tools and equipment's are as per the given layout; • Tools and equipment's are fixed; • Rooms are well decorated. 		
Related technical knowledge:	<ul style="list-style-type: none"> • List of the components; • Points to be considered for setting components; • Decoration. 		
Safety / precaution:	<ul style="list-style-type: none"> • Handle tools and equipment's safely ; 		
Tools, equipment and materials:	Lockers, watch, mirror, slipper, bed, pillow, bed sheet, bath towel, bath robe, tissues, hanger, dustbin, bath bowl, room freshener, candle, license, phone-set,		

Task number:	17		
Task statement:	Set up lights		
Level of task:	Significance	Ease	Occurance
	3	3	2

Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> As per layout component; Task: Set up lights Time: 1 Hour Standard/Criteria: <ul style="list-style-type: none"> Lights are fixed as per the given layout; Light is placed free from direct face; Bright and dim light is used as per requirement in room.
Related technical knowledge:	<ul style="list-style-type: none"> Importance of lights in spa and wellness therapy room; Types of lights used in a therapy room.
Safety / precaution:	<ul style="list-style-type: none"> Setup/place light as per lay out design;
Tools, equipment and materials:	Bright and dim lights, candles,

Task number:	18		
Task statement:	Set up music		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> As per the customer choice/desire; Task: Set up music Time: 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> Music system is fixed; Music is played as per the customer choice. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of music in spa and wellness therapy room; Types of music played in a spa and wellness therapy room. 		
Safety / precaution:	<ul style="list-style-type: none"> Use appropriate music; Prearrangement of soothing and quiet music; Ensure sound volume is as per customer request/choice. 		
Tools, equipment and materials:	Music System		

Task number:	19		
Task statement:	Set up A/C Set		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> As per layout component; Temperature requirement as per customer desire. Task: Set up A/C Set Time: 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> A/c discharges hot and cold air; Room temperature is as per customer choice. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and Importance of AC in spa room Comfortable room temperature; Adjustment procedure of A/C. 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure room temperature is as per the customer choice Ensure AC are functional ; 		
Tools, equipment and materials:	A/C set, Layout,		

Task number:	20		
Task statement:	Set up Shower bath		
Level of task:	Significance	Ease	Occurance
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Lay out of component setup; • Before therapy; • On customer request. Task: Set up Shower bath Time: 1 Hour Standard/Criteria: <ul style="list-style-type: none"> • All bathroom amenities are available; • Hot and cold water is available. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Types of bathroom amenities; • Working procedure of bathroom equipment. 		
Safety / precaution:	<ul style="list-style-type: none"> • Guide customer on use of bathroom taps and others as necessary; • Maintain bathroom hygiene; • Ensure all bathroom amenities are available. 		
Tools, equipment and materials:	Bathroom amenities such as shower cap, shampoo, soap , towel, face towel and warmer , head dryer		

Task number:	21		
Task statement:	Clean treatment room		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Daily basis; • Before and after service provided. Task: Clean treatment room Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Room is clean and sanitized ; • Tools, Equipment and materials are kept in defined place ; • Room is fresh and aromatic. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance of hygiene ; • Types of equipment's, tools, and materials required; • Prescribed aromatic flavors. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure bed sheet , pillow cover , towels and other treatment room accessories are clean and free from dirt and stain. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Vacuum cleaner, • Colin, jhadu poxa, • Water, finel, tile cleaners, • Chemicals/detergents, • Dustbin , garbage bag. 		

Task number:	22		
Task statement:	Clean / Sanitize tools/equipment and materials		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Daily basis; • Before and after service provided. Task: Clean / Sanitize tools/equipment and materials Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Tools, Equipment and materials are clean; • Tools, Equipment and materials are sanitized. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance of health and hygiene; • Importance of cleaning and sanitizing equipments and tools of therapy room; • Types of equipment's, tools, and materials required in therapy room; • Process and procedure of cleaning and sanitizing different types of tools and equipment used in a therapy room; • Chemical prescribed for cleaning/ sanitizing; • Types of detergents and surf required; • Process and procedure of sanitization. 		
Safety / precaution:	<ul style="list-style-type: none"> • Avoid injuries during cleaning; • Ensure mask, gloves , apron are used while cleaning the tools; • Use recommended chemicals only. 		
Tools, equipment and materials:	Chemicals/detergents, surf, warm and cold water, Dettol, cotton,sanitizers		

Task number:	23		
Task statement:	Sterilize tools, equipment's and materials		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Daily basis; • Before and after service provided. Task: Sterilize tools/equipment's and materials Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Tools, equipment are free of bacteria and dirt/dust; • Tools and equipment are safe for use. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Place required for keeping sterilized tools, equipment and materials • Process and procedure of sterilizing different types of tools and equipment. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure sterilized tools and equipment's are placed in defined place; • Avoid injuries during sterilization. 		
Tools, equipment and materials:	Sterilizer, electrical supply		

Task number:	24		
Task statement:	Refresh treatment room		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Daily basis; • Before and after service provided. Task: Refresh treatment room Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Room is aromatic and appealing; • Client is satisfied. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of materials used for refreshing therapy room such as aroma, flavor, incense, lemongrass, rose, jasmine, lemon grass; • Process and procedure of refreshing the therapy room. 		
Safety / precaution:	<ul style="list-style-type: none"> • Use mask, gloves, hair cap and apron while refreshing the room; • Use proportion of refreshing materials as per the standard. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Types of aroma, flavor, incense, lemongrass, rose, jasmine, lemon grass, mask, gloves, hair cap and apron 		

Task number:	25		
Task statement:	Maintain personal hygiene		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Daily basis/always; Task: Maintain personal hygiene Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Personal hygiene code of conduct is followed; • Personal health and fitness is maintained; • Unnecessary accessories aren't used during therapy. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of personal hygiene; • Personal hygiene code of conduct; • Physical and mental health. 		
Safety / precaution:	<ul style="list-style-type: none"> • Wear comfortable and presentable attire/dress; • Be Smart, Gentle and Professional; • Ensure presentable looks; • Avoid using unnecessary accessories; • Cover hair with net while performing therapy 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Dress, casual/comfortable/professional dress, make up kits, hair net 		

Task number:	26		
Task statement:	Maintain professional hygiene and safety		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Daily basis/always; Task: Maintain professional hygiene and safety Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Professional code of conduct is followed; Do's and don'ts are followed; Hygiene is maintained. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of professional hygiene and safety; Professional code of conduct; Do's and don'ts in therapy. 		
Safety / precaution:	<ul style="list-style-type: none"> Speak in a polite manner; Speak whenever necessary; Avoid unnecessary gossip with clients and colleagues; Maintain professional discipline; Treat all the customer equally and with respect. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Professional code of conduct 		

Task number:	27		
Task statement:	Take online reservation		
Level of task:	Significance	Ease	Occurance
	3	3	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Clients online request for reservation Task: Take online reservation Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Reservation is confirmed as per request or available time 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and Importance; Digital device and electronic means; Interpersonal/communication skill; Types of customers and their behavior; Types of service available-(Product Knowledge) 		
Safety / precaution:	<ul style="list-style-type: none"> Respond promptly; Ensure communication is clear and understandable – both way; Provide correct information; Provide alternative options. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Electronic media and devices 		

Task number:	28		
Task statement:	Receive/make telephone call		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Incoming call; • During follow up: • Exciting events/ packages offered. Task: Receive/make telephone call Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Information is recorded; • Queries are addressed; • Necessary information is provided. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Digital device and electronic means; • Interpersonal/communication skill; • Types of customers and their behavior; • Types of service available-(Product Knowledge); • Types of packages/events. 		
Safety / precaution:	<ul style="list-style-type: none"> • Respond promptly; • Ensure communication is clear and understandable – both way; • Make necessary call transfer; • Respond/ Follow up to recorded/ non answered calls; • Ensure voice is audible and clear. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Electronic media and devices / telephone set 		

Task number:	29		
Task statement:	Develop/ revise menu / services based on market demand		
Level of task:	Significance	Ease	Occurance
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Market Demand; • Diversifying products/services. Task: Develop/ Revise menu / services based on market demand Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Menu/Service is revised as per market demand; • Additional services are included. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Process and procedure of developing menu; • Contents/ components of menu; • Demand for new services in market; • Types of therapy demanded in different seasons. 		
Safety / precaution:	<ul style="list-style-type: none"> • Develop menu based on demand analysis; • Include services based on personal competency. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Paper, pen, electronic devices 		

Task number:	30		
Task statement:	Provide information on menu/services available		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client request • Client visit; Task: Provide information on menu/services available Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Clients are informed on available services; • Suggested suitable service are chose by the client. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Types of service available; • Product Knowledge; • Communication skill; • Discounts and offers; • Rates offered in different packages. 		
Safety / precaution:	<ul style="list-style-type: none"> • Provide factual information on packages; • Provide information on discount / offers /happy hours. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication/electronic device 		

Task number:	31		
Task statement:	Take case history		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before client's treatment; Task: Take case history Time: 10- 15 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Guest medical condition and problems are identified; • Treatment is recommended as per clients need history. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of taking case history; • Service to be delivered as per the client case; • Contents of history taking. 		
Safety / precaution:	<ul style="list-style-type: none"> • Collect correct information from clients; • Suggest treatment as per client need; • Make necessary adjustment in treatment as per client condition. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Format, pen, paper 		

Task number:	32		
Task statement:	Suggest suitable therapy		
Level of task:	Significance	Ease	Occurance
	3	3	1
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Case history; • Client's demand; • Client's health condition. Task: Collect customer requirement Time: N/A		

	Standard/Criteria: <ul style="list-style-type: none"> • Clients are informed on suitable therapy as per the health condition and clients history; • Clients are convinced on suggested therapy.
Related technical knowledge:	<ul style="list-style-type: none"> • Types of service available; • Available product; • Communication skill; • Criterion of case history taking.
Safety / precaution:	<ul style="list-style-type: none"> • Understand and collect customer requirement clearly; • Suggest appropriate therapy as per client condition; • Clearly understand the case history of patient.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication/electronic device

Task number:	33		
Task statement:	Take care of clients belongings		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Arrival of clients with belongings; • Departure of clients. Task: Take care of clients belongings. Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Clients belongings are safely kept and handed over; • Clients possessed own belongings; • Clients are satisfied with the service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of safety lockers; • Usage of safety lockers ; • Appropriate place to keep guest belongings. 		
Safety / precaution:	<ul style="list-style-type: none"> • Avoid damage while keeping guest belongings; • Keep valuable belongings in the locker; • Ensure guest receives all the belongings; • Remind guest on forgotten belongings; • Keep belongings in separate locker for separate guest. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Locker , hanger, shoe rack, 		

Task number:	34		
Task statement:	Maintain hospitality		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Clients arrival for service; Task: Maintain hospitality. Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Clients feel comfortable in the therapy center; • Herbal beverages are offered; • Clients are satisfied and happy with the service provided. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of customer care/hospitality; • Techniques of good hospitality. 		

Safety / precaution:	<ul style="list-style-type: none"> • Ensure guest's comfort; • Offer healthy drinks; • Offer drinks in a clean vessel; • Deal with customer politely.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Hot and cold water, herbal tea, Fresh juice, vessel, cups, glass

Task number:	35		
Task statement:	Receive feedback		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • After service/ therapy; Task: Receive feedback Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Genuine feedback is received; • Suggestion provided is followed; • Feedback record is maintained. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Components of feedback format; • Oral and written feedback. 		
Safety / precaution:	<ul style="list-style-type: none"> • Listen to the feedback carefully; • Read carefully if feedback is provided in a format; • Treat customer with respect; • Acknowledge the feedback. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Feedback format, electronic and communication devices 		

Task number:	36		
Task statement:	Perform follow up with customer		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Regular basis; • Clients health condition/situation; • Marketing / Package Promotion. Task: Perform follow up with customer Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Clients are updated on their follow up dates; • Clients are informed on available packages and special offers; • Clients respond and stay in touch with the service provider. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Situation / Condition for follow up; • Types of promotional events and packages; • Communication skill. 		
Safety / precaution:	<ul style="list-style-type: none"> • Maintain record of clients ; • Inform clients on follow up dates timely; • Be updated with the available packages and discounts; • Maintain harmonious relation. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication/electronic device 		

Task number:	37		
Task statement:	Provide aayurvedic massage		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history. Task: Provide ayurvedic massage Time: As per package Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Customer expresses gratitude; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Method and Procedure; • Anatomy and Physiology of client; • Types of ayurvedic oils , ingredients, tools and equipment required; • Benefits of ayurvedic massage. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition of the client; • Maintain personal hygiene; • Avoid injuries/cramps during massage; • Make necessary adjustment as per client condition; • Ensure professional hygiene is maintained such as clean utensils, equipment, soil (bed sheets, pillow cover); • Collect and send soil to laundry after service; • Handle disposable garbage. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Aayurvedic oil- for hair and body, bed sheet, towel, pillow cover; • Tissue paper, slipper, disposable garments, hair band; • Bathroom accessories, mask, incense, candle, bath robe/gown, bowl, jug, water. 		

Task number:	38		
Task statement:	Perform deep tissue massage		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request; • Case history. Task: Perform deep tissue massage Time: As per Package Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Customer expresses gratitude; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Method and Procedure; • Anatomy and Physiology of client; • Pressure point and volume of punching required; • Types of oils , ingredients, tools and equipment required for deep tissue massage; • Benefits of deep tissue massage. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition of the client; 		

	<ul style="list-style-type: none"> • Maintain personal hygiene; • Maintain professional hygiene while delivering service; • Avoid injuries/cramps during massage; • Make necessary adjustment as per client condition.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Oil- for hair and body, Cream , bed sheet, towel, pillow cover, gown; • Tissue paper, slipper, disposable garments, hair band; • Bathroom accessories, rubbish bin.

Task number:	39		
Task statement:	Provide aroma therapy		
Level of task:	Significance	Ease	Occurance
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request; • Case history. Task: Provide aroma therapy Time: As per package Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Customer expresses gratitude; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Method and Procedure; • Anatomy and Physiology of client; • Types of aromatic oils, ingredients, tools and equipment required for aroma therapy; • Benefits of aroma therapy; • Allergic signs and causes of allergy. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition of the client ; • Maintain personal hygiene; • Maintain professional hygiene while delivering service; • Avoid injuries/cramps during massage; • Make necessary adjustment as per client condition; • Avoid allergies for clients(skin allergy); • Ensure client doesn't have skin problem. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Oil- for hair and body, Cream , bed sheet, towel, pillow cover, gown; • Tissue paper, slipper, disposable garments, hair band; • Bathroom accessories, dustbin. 		

Task number:	40		
Task statement:	Provide Thai massage/ dry Massage		
Level of task:	Significance	Ease	Occurance
	3	1	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history, Task: Provide Thai/dry massage Time: As per package Standard/Criteria: <ul style="list-style-type: none"> • Treatment is done as per customer need and health condition; • Customer feels relaxed/relieved ; 		

	<ul style="list-style-type: none"> • Customer expresses gratitude; • Work area is clean and sanitized after each service.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Method and procedure; • Types of dress required and room set up for thai massage; • Anatomy and physiology of client ; • Types, tools and equipment required for thai massage; • Benefits of thai massage.
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition of the client ; • Maintain personal hygiene; • Maintain professional hygiene while delivering service; • Avoid injuries/cramps during massage; • Make necessary adjustment as per client condition; • Provide loose clothes for clients; • Conduct in floor or thai bed;
Tools, equipment and materials:	<ul style="list-style-type: none"> • Bed sheet, towel, pillow cover, gown, tissue paper, slipper, disposable garments; • Hair band, bathroom accessories, dustbin, thai bed, loose clothes.

Task number:	41		
Task statement:	Provide trekkers healing		
Level of task:	Significance	Ease	Occurance
	3	1	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request; • Client after trekking. Task: Provide trekkers healing Time: As per package Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved ; • Customer expresses gratitude ; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Method and Procedure; • Thai and ayurvedic massage ; • Anatomy and physiology of client; • Types, of oils, tools and equipment required for trekkers healing; • Benefits of trekkers healing; • Body position and balance. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client; • Maintain personal hygiene; • Avoid injuries/cramps during massage; • Make necessary adjustment/stretch as per client condition ; • Ensure professional hygiene is maintained; • Ensure body is in balanced position while performing the massage. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Oil, Bed sheet, towel, pillow cover, gown, tissue paper, slipper; • Disposable garments, hair band, bathroom accessories, dustbin. 		

Task number:	42		
Task statement:	Provide hot stone massage		
Level of task:	Significance	Ease	Occurance
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request ; • Case history. Task: Provide hot stone massage Time: As per package Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Customer expressed gratitude; • Clients are relived from cold; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Method and procedure; • Anatomy and physiology of client ; • Types, of tools and equipment required for heating stone; • Benefits of hot stone massage; • Conditions for applying hot stone massage; • Required temperature for heating; • Steps to be followed. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client; • Maintain personal hygiene ; • Avoid heat burn during massage ; • Maintain stone temperature as per client interest/requirement ; • Ensure professional hygiene is maintained ; • Avoid scrap from stone ; • Heat stone in water before applying. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Oil, Bed sheet, towel, pillow cover, gown, tissue paper, slipper; • Disposable garments, hair band, bathroom accessories , dustbin; • Hot stone, stone heater, spoon/spatula, chimti. 		

Task number:	43		
Task statement:	Perform herbal infusion		
Level of task:	Significance	Ease	Occurance
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request ; • Case history/condition. Task: Perform herbal infusion Time: As per Package Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Customer expresses gratitude; • Clients are relived from cold; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure; • Anatomy and physiology of client; • Types, of tools and equipment required for heating stone; 		

	<ul style="list-style-type: none"> • Benefits of herbal infusion; • Types of herbal products and oils; • Conditions for applying herbal infusion; • Proportion of herbals and ingredients required for conducting herbal infusion.
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client; • Maintain personal hygiene; • Avoid heat burn during massage; • Ensure professional hygiene is maintained Ensure right proportion of herbal and ingredients is used.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Oil and herbals, Bed sheet, towel, pillow cover, gown, tissue paper, slipper, disposable garments, hair band, bathroom accessories , dustbin ,hot stone, stone heater, spoon/spatula, chimti, jwano, methi, jeera, dalchini, tejpatta, jaifal, herbal soap, steamer pot

Task number:	44		
Task statement:	Provide sirodhara treatment		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request ; • Case history- migraine/ mental stress condition Task: Provide sirodhara treatment Time: 90 Minutes /treatment Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Process and Procedure; • Anatomy and Physiology of client; • Types, of tools and equipment required for performing sirodhara treatment ; • Benefits of sirodhara treatment; • Conditions for applying sirodhara treatment. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client; • Maintain personal hygiene; • Ensure professional hygiene is maintained such as clean utensils, equipments, soil (bed sheets, pillow cover) ; • Ensure right proportion of herbal /ayurvedic oil is used. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Herbal and ayurvedic oil, sirodhara bed, sirodhara stand, bowl to pour water-jal dhara,Cotton, rose water, towels, big bowls,oil heater, pillow, bucket, bata,copper metals , ropes, chains, 		

Task number:	45		
Task statement:	Provide head massage		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request ; • Case history. Task: Provide head massage Time: Minimum 30 minutes /event Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved ; 		

	<ul style="list-style-type: none"> • Work area is clean and sanitized after each service.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure ; • Anatomy and physiology of client; • Types, of tools and equipment required for performing head massage ; • Benefits of head massage; • Condition for applying head massage.
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client especially relating to head; • Maintain personal hygiene; • Ensure professional hygiene is maintained.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Herbal and ayurvedic oil, Cotton, towels, ,oil heater, pillow

Task number:	46		
Task statement:	Perform hair oil massage		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request ; • Case history. Task: Provide head massage Time: Minimum 30 minutes /event Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure of hair oil massage; • Anatomy and physiology of client; • Types, of tools and equipment required for performing head massage ; • Benefits of hair oil massage; • Condition for applying hair oil massage. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client especially relating to head ; • Maintain personal hygiene ; • Ensure professional hygiene is maintained. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Herbal / ayurvedic oil, cotton, towels, ,oil heater, pillow, olive oil, coconut oil, comb, clip, apron, hair steamer, hair cap, jack pin, 		

Task number:	47		
Task statement:	Provide back massage		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history. Task: Provide back massage Time: Minimum 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Work area is clean and sanitized after each service. 		

Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Process and Procedure of applying back massage; • Anatomy and Physiology of client; • Types, of tools and equipment required for performing head massage; • Benefits of back massage; • Condition for applying back massage.
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client; • Maintain personal hygiene; • Ensure professional hygiene is maintained; • Ensure body balance and technique while applying back massage.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Herbal/ayurvedic oil,towels,oil heater, pillow,

Task number:	48		
Task statement:	Provide foot massage		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request ; • Case history. Task: Provide foot massage Time: Minimum 30 minutes /massage Standard/Criteria: <ul style="list-style-type: none"> • Customer's foot is relaxed/relieved after service; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure of applying foot massage; • Anatomy and Physiology of client; • Types, of tools and equipment required for performing foot massage; • Benefits of foot massage; • Condition for applying foot massage. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client ; • Maintain personal hygiene ; • Ensure professional hygiene is maintained ; • Ensure foot balance and technique while applying foot massage. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Herbal/ayurvedic oil, towels, oil heater, pillow, foot chair, bed , 		

Task number:	49		
Task statement:	Arrange for sauna bath		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history. Task: Arrange for sauna bath Time: 30-45 minutes /sauna bath. Standard/Criteria: <ul style="list-style-type: none"> • Necessary arrangements are done; • Room temperature for sauna bath is maintained; • Customers are informed on process and procedure; • Client is satisfied. 		

Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure of operating sauna bath; • Machine / electrical appliances required; • Method of operating machine / electrical appliances for sauna; • Benefits of sauna bath; • Types of wood and quality; • Types /quality of sauna stone; • Types of ingredients/oils required for performing sauna bath.
Safety / precaution:	<ul style="list-style-type: none"> • Check physical condition/ pressure/case history of the client; • Ensure proper electrical supply; • Ensure sauna heat temperature is as per required; • Follow safety protocol.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Ingredients, woods, sauna stone, appliances, towel; • Soap, gown, rope, shower/bathroom accessories.

Task number:	50		
Task statement:	Arrange Jacuzzi bath		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request; • Case history. Task: Arrange Jacuzzi bath Time: 30 -45 minutes /bath Standard/Criteria: <ul style="list-style-type: none"> • Necessary arrangements are done ; • Water temperature is maintained; • Customers are informed on process and procedure. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure of operating Jacuzzi tub; • Types of Jacuzzi tub; • Benefits of sitting in Jacuzzi; • Water temperature required. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check physical condition/ pressure/case history of the client; • Ensure water temperature is as per clients demand; • Follow safety protocol. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Jacuzzi tub, bathroom accessories 		

Task number:	51		
Task statement:	Arrange steam bath		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history. Task: Arrange stem bath Time: 30 -45 minutes /steam bath Standard/Criteria: <ul style="list-style-type: none"> • Necessary arrangements are done; • Room temperature for steam bath is maintained; • Customers are informed on process and procedure; 		

	<ul style="list-style-type: none"> • Client is satisfied.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Process and Procedure of operating stem bath; • Machine / electrical appliances required; • Method of operating machine / electrical appliances for stem bath; • Benefits of steam bath; • Types of glass, tile, aluminum used in stem bath room; • Water heat temperature.
Safety / precaution:	<ul style="list-style-type: none"> • Check physical condition/ pressure/case history of the client; • Ensure room is water proof; • Ensure proper supply of electricity; • Ensure temperature is as per clients demand; • Follow safety protocol.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Sauna room tools and equipment, bathroom accessories

Task number:	52		
Task statement:	Provide pedicure		
Level of task:	Significance	Ease	Occurance
	3	1	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Condition / case history. Task: Provide pedicure Time: 45-60 minutes /pedicure Standard/Criteria: <ul style="list-style-type: none"> • Cuticles are removed; • Nails are clean and cured; • Dead cells are removed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Process and Procedure; • Nail anatomy and physiology; • Benefits of pedicure; • Pedicure tools and kits. 		
Safety / precaution:	<ul style="list-style-type: none"> • Stay alert while removing cuticles and nails; • Ensure tools are sterilized; • Avoid personal injury; • Avoid clients injury; • Keep working area clean after work. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Pedicure tools and kits, pedicure chair, pedicure table, lotion and creams; • Bowl , hot and cold water. 		

Task number:	53		
Task statement:	Provide manicure		
Level of task:	Significance	Ease	Occurance
	3	1	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Condition / case history. Task: Provide manicure Time: 45-60 minutes /manicure Standard/Criteria:		

	<ul style="list-style-type: none"> • Cuticles are removed; • Nails are clean and cured; • Dead cells are removed.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure; • Nail anatomy and physiology; • Benefits of manicure; • Manicure tools and kits.
Safety / precaution:	<ul style="list-style-type: none"> • Stay alert while removing cuticles and nails; • Ensure tools are sterilized; • Avoid personal injury; • Avoid clients injury; • Keep working area clean after work.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Manicure tools and kits, lotion and creams, cotton; • Moisturizer, nail polish, nail polish remover.

Task number:	54		
Task statement:	Provide waxing		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history. Task: Provide waxing Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Unwanted hairs are removed; • Skin is smooth; • Working area is clean/ dry after service; • Waste are managed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure; • Tools and materials required; • Benefits of waxing. 		
Safety / precaution:	<ul style="list-style-type: none"> • Stay alert while removing hairs; • Console clients if necessary; • Maintain waxing temperature as per clients condition/requirement; • Ensure tools are sterilized; • Avoid clients injury; • Ensure waste are properly managed; • Ensure work area is clean after work. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Knife, wax heater, towel, warm water, waxing cream, waxing paper; • Gloves, thread, bowl, lotion, scissor , twiser, powder, puff/cotton , wet towel. 		

Task number:	55		
Task statement:	Perform body scrub/ polishing		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Client history/skin condition. Task: Perform body scrub/ polishing Time: 30-45 minutes /scrub or polishing Standard/Criteria: <ul style="list-style-type: none"> • Death cells are removed; • Skin is smooth and polished; • Clients are relieved and satisfied; • Working area is clean/ dry after service; • Waste management is done. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure; • Products required for body scrub/polishing; • Benefits of body scrub/polishing; • Tools and equipment required for body scrub/polishing. 		
Safety / precaution:	<ul style="list-style-type: none"> • Stay alert while performing body scrub; • Avoid skin allergic/problems; • Assess skin condition of clients; • Ensure tools are sterilized; • Perform body scrub gently/ smoothly; • Ensure work area is clean after service. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Scrub, cream, water, towel, bathroom accessories, bowl, 		

Task number:	56		
Task statement:	Perform threading		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's request; • Case history. Task: Perform threading Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Unwanted hairs are removed; • Beauty is enhanced; • Working area is clean/ dry after service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Process and Procedure; • Products required for threading; • Necessary precautions to be taken for providing threading; • Tools and equipment required. 		
Safety / precaution:	<ul style="list-style-type: none"> • Stay alert while performing threading; • Assess skin condition of clients; • Ensure tools are sterilized; • Maintain personal hygiene; 		

	<ul style="list-style-type: none"> • Ensure work area is clean after service.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Scissor, thread, powder, twiser, cotton, puf, lotion , cold cream, rose water.

Task number:	57		
Task statement:	Perform hair spa		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history. Task: Perform hair spa Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Hair is strong/smooth/shiny and healthy; • Customer is relaxed and relieve; • Working area is clean/ dry after service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure of performing hair spa; • Necessary precautions to be taken for providing hair spa; • Tools and equipment required. 		
Safety / precaution:	<ul style="list-style-type: none"> • Assess hair condition of clients before spa; • Apply chemicals/products as per the hair condition of client; • Maintain personal hygiene; • Ensure hot and cold water is available; • Ensure work area is clean after service. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Comb, big comb, tail comb, bowl, hair dryer, shampoo basin, shampoo; • Apron, gloves, hair serum, hair cap, jack pin, hair steamer, essential oils; • Hair treatment cream. 		

Task number:	58		
Task statement:	Perform facial		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history- skin. Task: Perform facial Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Face is clean and shiny; • Face is wrinkle free; • Dead cells are removed; • Skin is tight and healthy; • Customer is relaxed and relieved; • Working area is clean/ dry after service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Process and procedure of performing facial; • Skin anatomy; • Necessary precautions to be taken for providing facial treatment; • Types of products and materials required on different types skin; 		

	<ul style="list-style-type: none"> • Skin condition of client; • Sign and symptoms of skin allergy; • Preventive measure of allergy.
Safety / precaution:	<ul style="list-style-type: none"> • Apply products based on skin types of customer; • Assess skin condition of client before facial; • Maintain personal hygiene; • Refer in the case allergy; • Ensure work area is clean after service.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Warm water, bowl, hairband, steamer, pack brush, cotton, puff , towel; • Rose water, facial kit, toner, face steamer, black heads remover pin; • Suns cream, cream.

Task number:	59		
Task statement:	Perform mud/body wrap		
Level of task:	Significance	Ease	Occurance
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Client's Request; • Case history/ Condition. Task: Perform mud/body wrap Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Customer feels relaxed/relieved; • Customer expresses gratitude; • Body skin is shiny and smooth; • Work area is clean and sanitized after each service. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Process and Procedure; • Anatomy and Physiology of client; • Types, of tools and equipment required for mud/body wrap; • Benefits of body wrap; • Types of flavor and mud used for mud/body wrap. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clearly understand physical condition/ case history of the client; • Maintain personal hygiene; • Ensure professional hygiene is maintained; • Ensure right proportion of muds and flavor is used. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mud, flavor cream, cleansing, scrubbing, moisturizer, pack cream ,honey; • Bed sheet, towel, pillow cover, gown, tissue paper, slipper, disposable garments; • Hair band/cap, bathroom accessories , dustbin , chandan; • Electronic blanket, body wrapping paper. 		

Task number:	60		
Task statement:	Prepare checklist.		
Level of task:	Significance	Ease	Occurance
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • To maintain stock; • Regular basis; • Upon addition of new menu/service. Task: Prepare checklist. Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Checklist is verified and required materials are listed ; • Checklist is prepared as per new menu. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of checklist; • Checklist format and components; • Tools, equipment's and materials required for different types of services. 		
Safety / precaution:	<ul style="list-style-type: none"> • Maintain less stock of quickly expiring products; • Record should be clear and fact. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Checklist format, pen 		

Task number:	61		
Task statement:	Perform procurement.		
Level of task:	Significance	Ease	Occurance
	3	3	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • To maintain stock; • Upon addition of new menu/service; • Client request. Task: Perform procurement. Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Products are ordered in time; • Quality goods are purchased/procured; • Stock is maintained. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Product knowledge; • Types of brands; • Available place; • Volume/quantity; • Tools, equipment's and materials required for different types of services. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check expiry and manufacturing date; • Order products timely; • Check quality of products. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Checklist , order slip, cash, cheque 		

Task number:	62		
Task statement:	Store materials.		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • After each service; • To maintain stock; • Fixed place. Task: Store materials.. Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Products are stored in a requisite and safe place ; 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Product knowledge; • Types of brands; • Available place; • Volume/quantity; • Tools, equipment's and materials required for different types of services; • Safety measure to be adopted. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure product caps are closed; • Avoid spilling while storing materials; • Keep record of products used; • Clean tools/ equipment after use and store; • Keep stock of required volume only; • Keep less stock of quick expiry date products. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Store rack, display rack, 		

Task number:	63		
Task statement:	Manage waste		
Level of task:	Significance	Ease	Occurance
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Generation of waste from service; • Date expired materials; • Disposable site. Task: Manage waste Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Degradable and non-degradable products are separated; • Wastage are disposed in a separate dustbin; • Wastage are transferred in dumping site. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance; • Types of waste and separation method; • Dumping vessel/site; • Disposing technique. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure waste are separated before disposal; • Dump wastage in a suitable place; • Ensure waste are carried in time by responsible authorities; • Ensure no disturbance for others while disposing the garbage. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Dust bin, garbage bag. 		

Task number:	64		
Task statement:	Provide information to management		
Level of task:	Significance	Ease	Occurance
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Day to day client visit; • Client feedback; • Inventory; • Complaints / Mishandle; • Therapy room condition; • Attendance /leave. Task: Provide information to management Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Timely and factual information is provided to management; • Management gets informed and necessary action is taken. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance of providing information; • Situation and condition for reporting; • Means and Media of reporting. 		
Safety / precaution:	<ul style="list-style-type: none"> • Provide timely information; • Provide factual information. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Electronics media, paper, pen 		





**Establishing an Employer led
Labour Market Secretariat**

Pachali Shahid Shukra FNCCI
Milan Marg, Teku, Kathmandu

Phone: 01-5362061

Email: info@elms.com.np

Website: elms.com.np