

# Staff

# Motivation

**Snap Shot Survey**  
Industry trends right now!

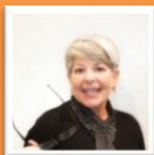


Released June 2018

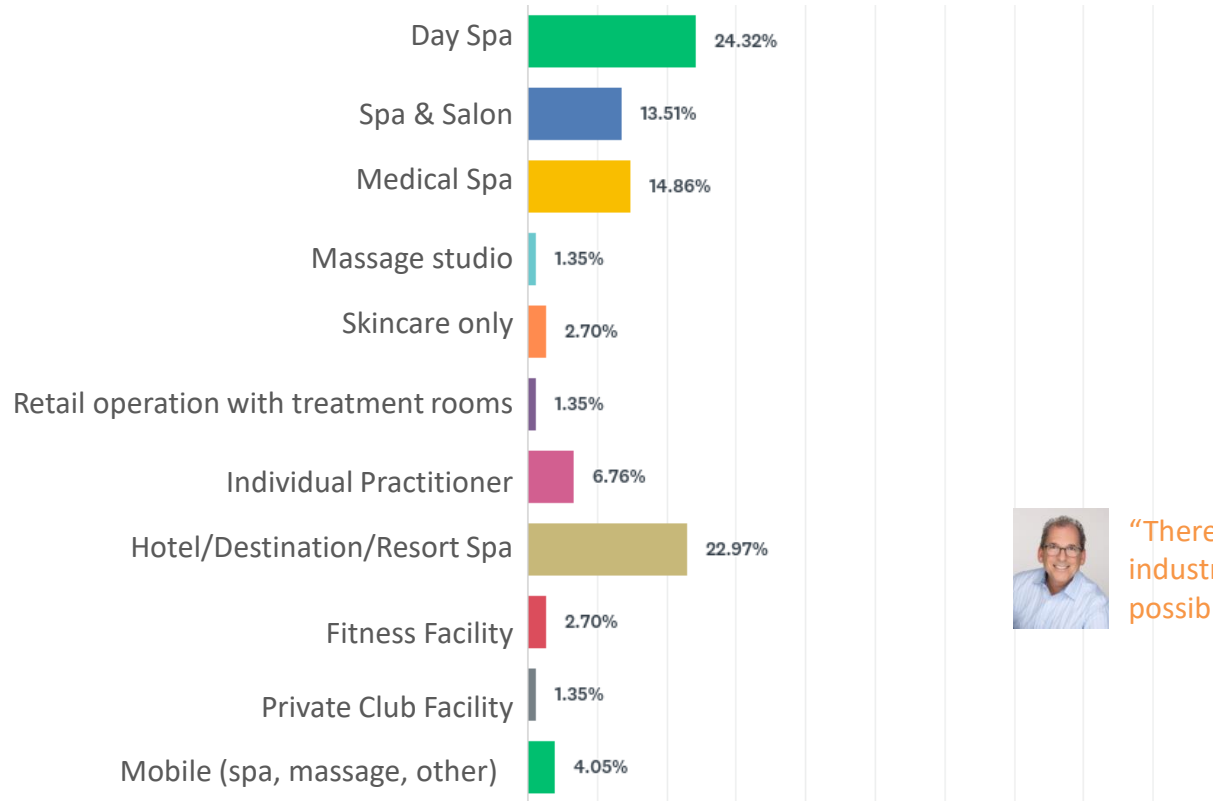
**Every business faces the challenge of staff motivation as well as retention.**

**Our snapshot report will give you a glimpse into how wellness companies across the industry are utilizing ideas and strategies to create a happy environment and happy employees.**

Look for comments from Allan  
Share and Patti Biro

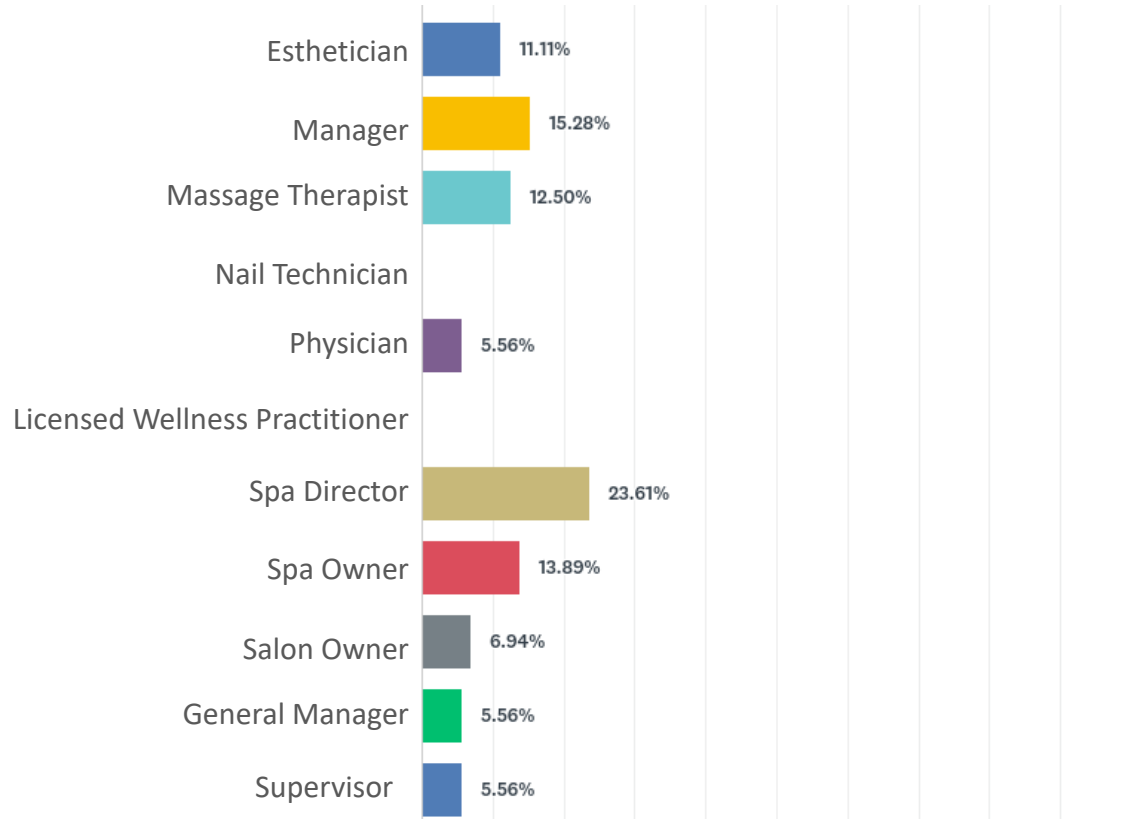


# How would you describe your facility?



“There are so many types of facilities in our industry and we've captured as many as possible”

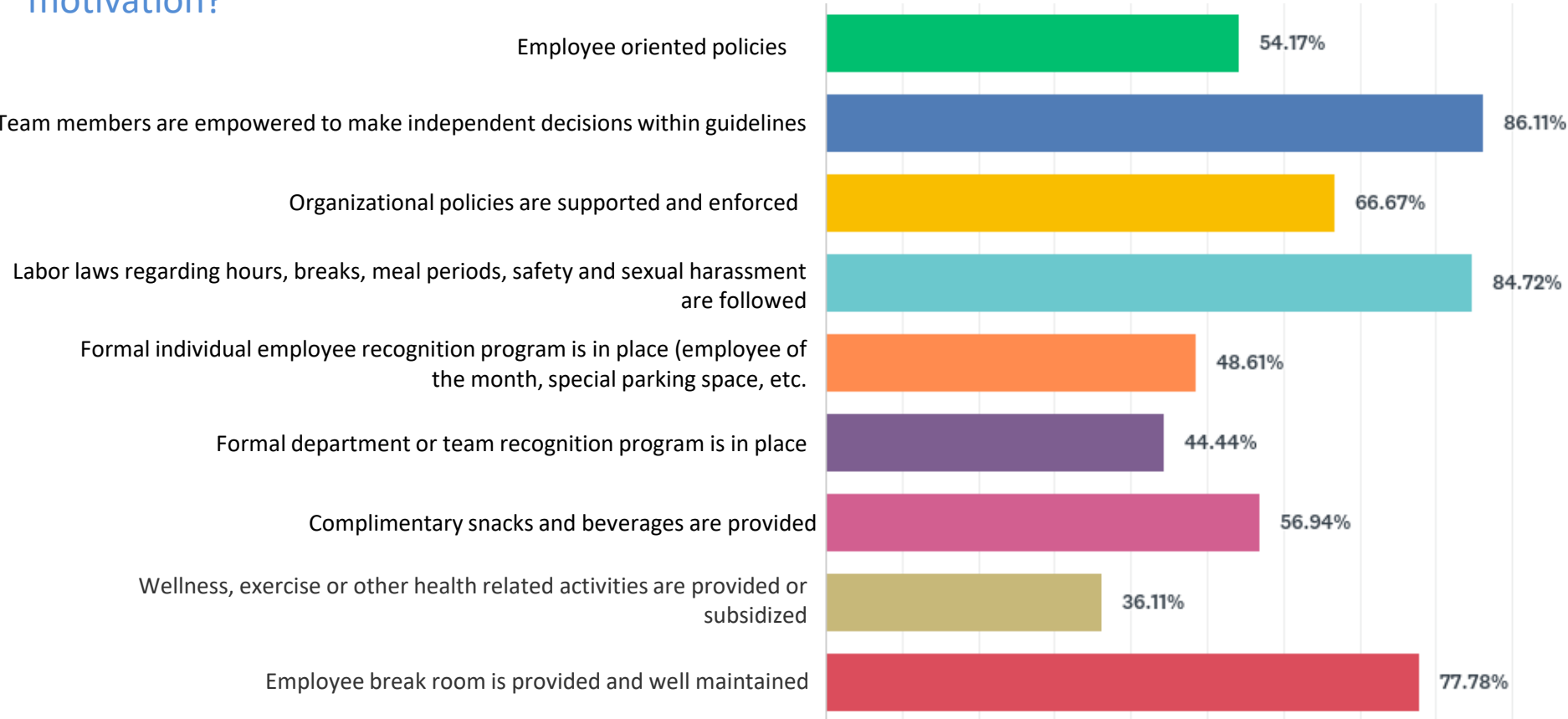
# What is your title/position?



# Whether your team is 3 people or 133, communication is a critical factor in workplace satisfaction, productivity and success. What types of communication do you utilize?



# Providing a supportive environment that encourages staff to choose to become motivated at work can take many different forms. What do you do to encourage motivation?



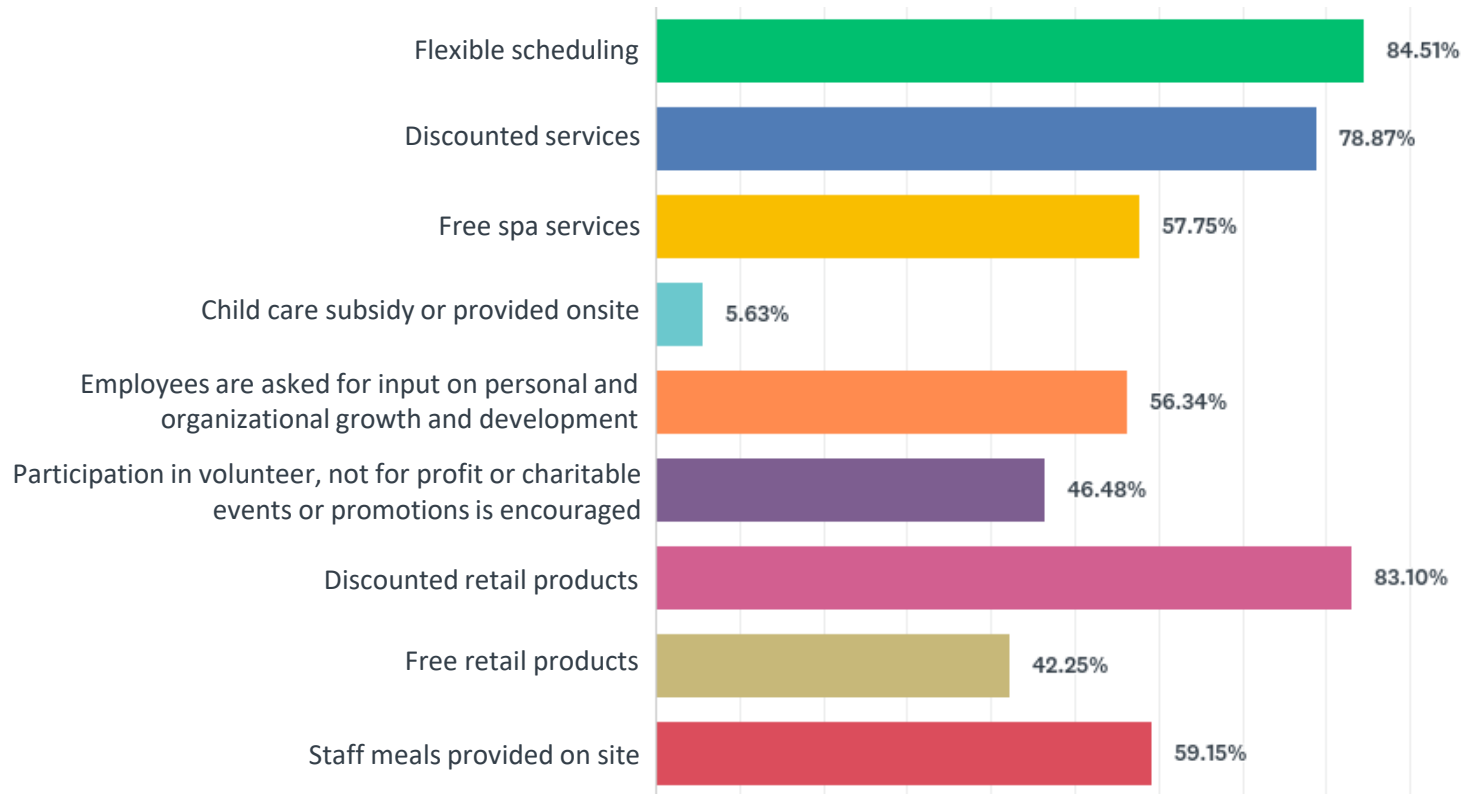
“Recent media and legal issues surrounding sexual harassment in the work place have made employers step up and put additional emphasis on labor laws and practices.”

# What opportunities for professional development does your organization offer?



“Increased pay is the lowest, consistent with ongoing data of industry trends.”

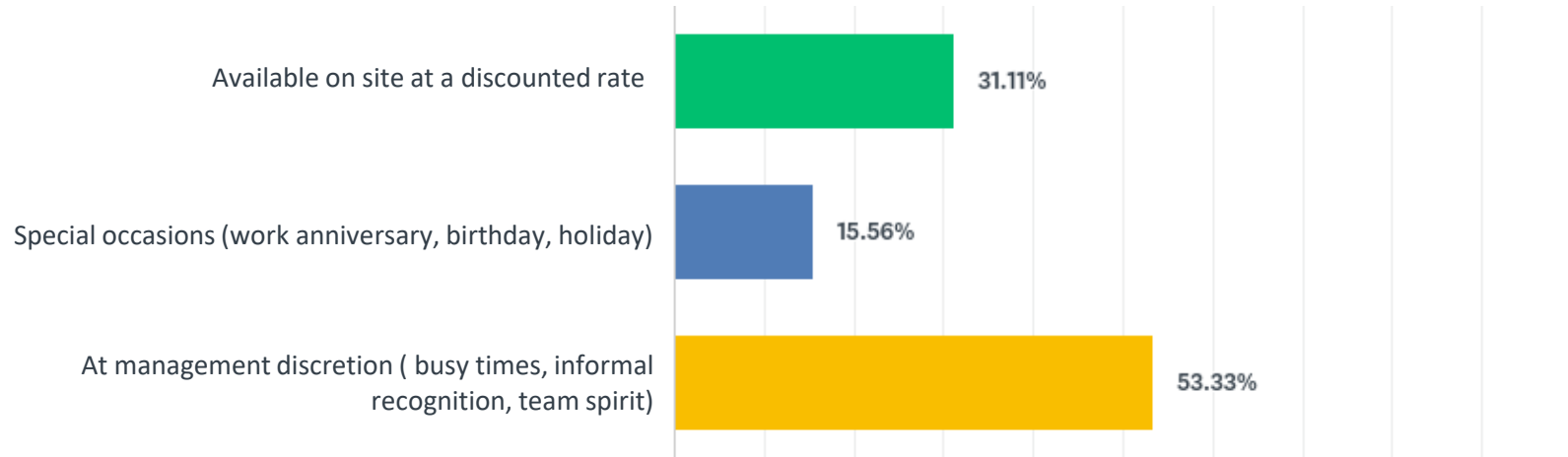
# Motivation at work may be influenced by factors inside and outside the workplace. How do you assist staff to achieve work life balance?



“Work-Life balance is represented by a number of activities with “flexible scheduling” being the most frequently mentioned.”



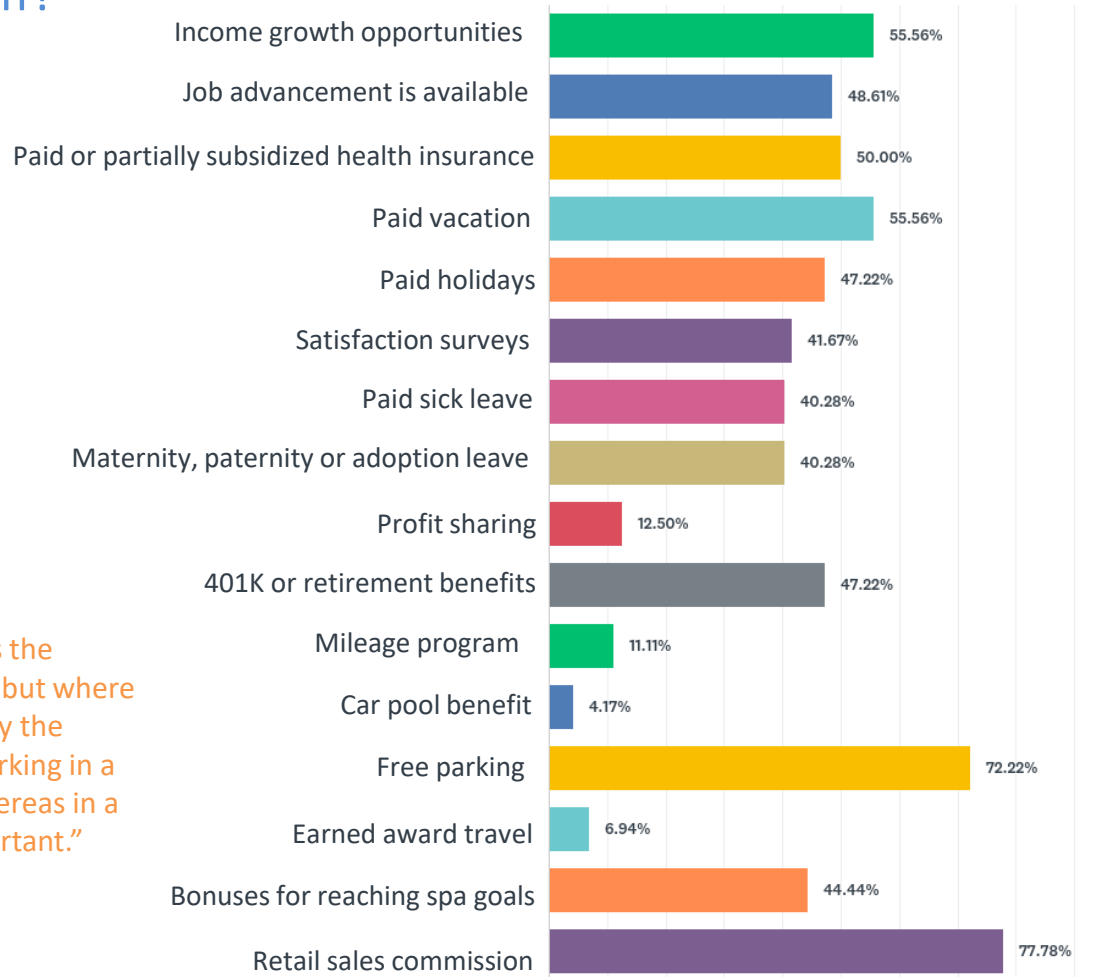
If you answered "Staff meals provided" in the previous question, please select how they are provided.



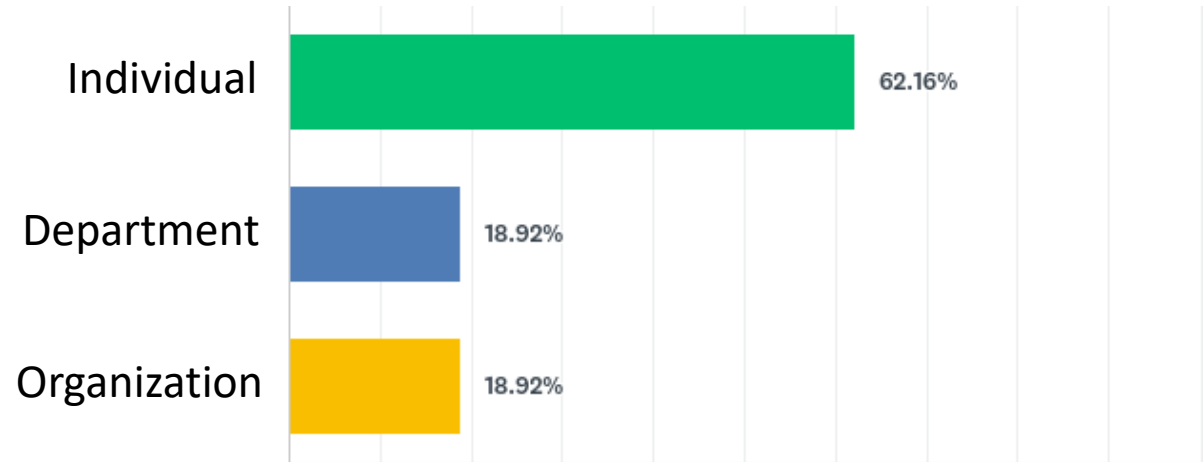
# Compensation includes much more than wages and may be a factor in staff satisfaction. What types of compensation opportunities are available to your staff?



“Retail sales commission remains the popular choice, like free parking, but where the business is located would vary the importance as a benefit. Free parking in a city setting is very important, whereas in a suburban setting...it isn't as important.”



If you selected "Bonuses for Reaching Spa Goals" in the previous question, are they rewarded as...



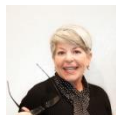
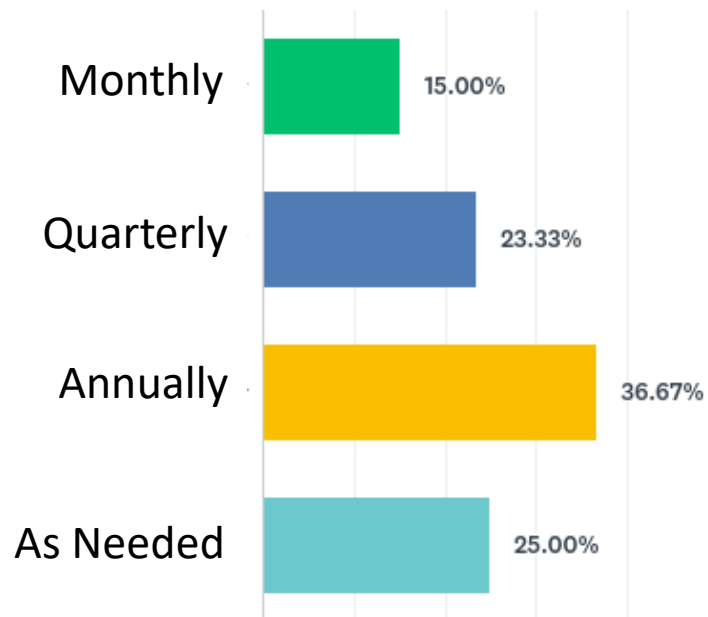
“Without a doubt, individual work wants Individual pay...it’s cultural.”

# Providing feedback to staff is an important factor in creating a motivational work environment. What techniques do you use?



“Even team based environments, individual performance evaluation is still the most common way to provide feedback.”

If you answered "Individual performance is reviewed" in the previous question, when are the reviews?



“63% of the respondents provide staff feedback more frequently than annually.”

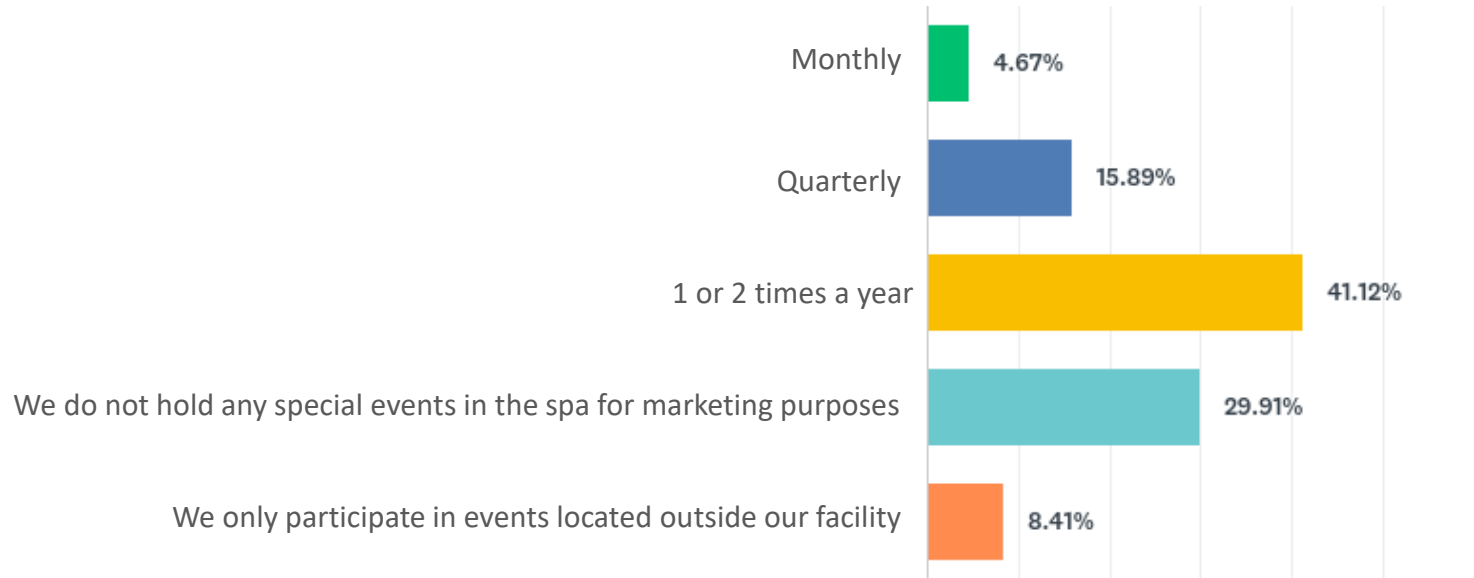
# What makes your organization a great place to work?



“Meaningful work is happy work.”



# How often do hold special events in the spa?



“Special events should be part of a robust, ongoing and well-planned marketing campaign- if you do only one or two events a year you are not harnessing the power of an in-facility event to draw new guests through the door.”

# Thank You!

For additional resources, please reach out to us at:

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