

# Massage in the Spa Setting

## CHAPTER 14

**SHORT ANSWER:** In the spaces provided, write short answers to the following questions.

1. What is the Latin phrase from which the acronym *spa* was derived?

*(sanitas per aqua)*

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2. What does the phrase in the previous question translate to mean?

*(health through water)*

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3. What is the Arabic meaning of *hammam*?

*(spreader of warmth)*

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4. List the six major types of spas.

a. *(destination spas)*

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b. *(hotel/resort spas)*

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c. *(day spas)*

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d. *(club spas)*

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e. *(medical/dental spas)*

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f. *(mineral spring spas)*

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5. Which elements were included in the *kur* developed by Sebastian Kneipp in the 1800s?

*(hydrotherapy, herbs, diet, and exercise)*

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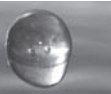
6. What do Bath in England, Baden Baden in Germany, Montecatini in Italy, and Spa in Belgium have in Common?

*(They are all cities that have centuries-old spas.)*

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**COMPLETION:** In the space(s) provided, write the word(s) that correctly complete(s) each question.

1. In Japan, springs used for communal bathing and personal renewal, including hydrotherapy, massage, and meditation are called (Onsen).
2. The most popular offering in spas in the United States today is (massage).
3. The average age of a spa client is (40) with an average income of over (\$70,000).
4. The number one reason that people list for making a spa visit is to (become healthier and slim down).
5. The optimal number of massages that a practitioner performs a day in the spa setting is (5).
6. When performing back-to-back massages, the practitioner or spa management should try to schedule a (15)-minute break between massages.
7. An ancient Indian system of medicine that uses the application of herbs, oils, creams, massage, and exfoliation to rebalance the body's skin and internal organs is (Ayurveda).
8. A gentle massage technique that uses light, rhythmic, spiral-like movements to accelerate the movement of lymphatic fluids in the body is (manual lymph drainage or lymph massage).
9. A treatment that is given with both guest and therapist submerged in warm (90°–98° F) chest-deep water where the therapist floats, stretches, and massages the guest is (watsu).
10. The use of essential oils in massage oils, as inhalants, or with other modalities with the goal of affecting mood or improving health and well-being is (aromatherapy).



1. Three reasons that it is difficult for massage practitioners to give high-quality therapeutic massages in a spa setting are
  - a. *(low expectations from clients)*
  - b. *(time constraints)*
  - c. *(inexperienced clients)*
  
2. What are three things that a practitioner can do to create a sense of timelessness within the very strict time structure imposed in the spa setting?
  - a. *(slow down)*
  - b. *(internalize timing)*
  - c. *(focus on the moment)*
  
3. What are three safety considerations when practicing hot stone massage?
  - a. *(temperature of the stones or water that they are warmed in)*
  - b. *(caution in placing hot stones directly on the client's skin)*
  - c. *(sanitation of the stones and the water in which they are heated;*  
*alternative: adjusting the pressure when using stones as a massage implement)*
  
4. List the main contraindications for heated body wraps.  
*(high blood pressure, heart diseases, and pregnancy)*
  
5. What are three characteristics that body wraps have in common?
  - a. *(comfort and security)*
  - b. *(warmth)*
  - c. *(an enclosed environment)*
  
6. What are the main benefits of exfoliation?
  - a. *(assists the skin's own regenerative processes)*
  - b. *(aids in the absorption of spa products applied afterward)*
  - c. *(thoroughly cleanses and promotes overall hygiene)*
  - d. *(creates a healthy glow and radiant shine to the skin)*



7. Two main customer service skills therapists need in the spa setting are

a. (retail skills)

b. (teamwork skills)

8. What are four main teamwork skills required to work successfully in a spa?

a. (ability to follow instructions)

b. (anticipate others' needs)

c. (present a unified front)

d. (pitch in)

**COMPLETION:** In the space(s) provided, write the word(s) that correctly complete(s) each question.

1. The term "spa massage" usually refers to a (basic Swedish massage) or a (relaxation massage).

2. Mary Nelson of Tucson, AZ, developed a method of using hot and cold stones as a part of the massage session called (LaStone therapy).

3. A spa treatment that combines paraffin and volcanic mud is (parafango).

4. It is generally recommended not to use aromatherapy oils full strength or (neat), but rather in combination with a (carrier oil) such as almond, sesame, grapeseed, or apricot oil.

5. Aromatherapy oils can be dispersed into the air of a room with a (diffuser).

6. When preparing for an aromatherapy massage, add approximately (12 to 15) drops of essential oil to an ounce of massage lubricant.

7. Any spa treatment given with the intention of removing old skin cells is called (exfoliation).

8. The upper part of a woman's chest, below the neck is the (décolletage).

9. Most body wraps are left in place for (20 to 25) minutes.

10. The principle maneuver for all exfoliation techniques is a (circular scrubbing action).

11. A waterproof treatment table with built-in drainage is called a (wet table).

12. A shower stall with multiple shower heads aimed at the client from all sides and above is a (Swiss shower).
13. A long, horizontally aligned pipe with multiple heads aimed down to spray a client's body while she reclines on a wet table is a (Vichy shower).

**MULTIPLE CHOICE:** Carefully read each statement. Choose the word or phrase that correctly completes the meaning and write the corresponding letter in the blank provided.

- The spa tradition is thought to have originated with the \_\_\_\_\_. (c)
  - Chinese
  - Japanese
  - Greeks and Romans
  - Persians
- The first modern spa that opened in the United States in the 1950s and focused on holistic health, fitness, diet, and overall well-being was \_\_\_\_\_. (a)
  - the Golden Door
  - Saratoga Springs
  - White Sulphur Springs
  - Hot Springs, Arkansas
- According to the International Spa Association's 2007 Spa Industry Profile, there were \_\_\_\_\_ spas in the United States in 2006. (d)
  - 2674
  - 1964
  - 16,280
  - 14,600
- The most popular service offered in spas is \_\_\_\_\_. (b)
  - body wraps
  - massage
  - hair care
  - esthetics and skin care
- A spa massage \_\_\_\_\_. (d)
  - is any body treatment given in a spa facility
  - is a relaxing, Swedish style massage
  - includes a body wrap or exfoliation
  - may include any number of bodywork techniques
- The challenge for many therapists working in spas to give high-quality therapeutic massage sessions consistently is \_\_\_\_\_. (d)
  - time constraints
  - low expectations from clients
  - inexperienced clients
  - all of the above
- Heated stones for stone massage are usually made of \_\_\_\_\_. (c)
  - granite
  - marble
  - basalt
  - lava rock



## Ayurveda

*(Ayurveda is an ancient system of Indian medicine and healing; it has been modified in recent years for use in spa treatments such as body scrubs, face treatments, and massages.)*

## body wrap

*(A body wrap is a spa treatment in which the client is snugly wrapped in several layers of various materials for specific therapeutic purposes.)*

## décolletage

*(Décolletage is the area of the upper chest above the breasts and onto the front of the neck.)*

## emulsion

*(An emulsion is a uniform mixture of two or more liquids, such as an essential oil and a massage lotion.)*

## Esalen massage

*(Esalen massage is a style of massage developed at the Esalen Institute in northern California that features long, flowing strokes that connect all parts of the body into a whole.)*

## exfoliant

*(Exfoliant is one of several products that are rubbed over the body with the intent of removing old skin cells.)*

## exfoliation

*(Exfoliation is any of several spa treatments, the primary purpose of which is to cleanse the body of dead skin cells, thus softening the skin, helping the body to eliminate better through the skin, and preparing the skin for better absorption of other therapeutic products.)*

## hammam

*(Hammam [also spelled hamam] is a Turkish steam bath with elaborate cleansing, exfoliation, and massage rituals passed down for centuries. It played an important role in Ottoman culture.)*



herbal wrap

*(Herbal wrap is a spa treatment in which herb-infused sheets are wrapped around a client under other wrappings to induce a false fever to promote detoxification or other therapeutic effects.)*

hospitality industry

*(The hospitality industry is the combined hotel, resort, restaurant, and entertainment industries that rely especially on customer service and professional hospitality for their success.)*

ISPA

*(ISPA is the acronym for the International Spa Association.)*

LaStone therapy

*(LaStone therapy is a systemized form of hot stone massage developed in the 1990s by Mary Nelson of Tucson, Arizona.)*

Onsen

*(Onsen are Japanese hot springs at the site of natural volcanic spring water, usually with massage and other relaxing therapies available.)*

parafango

*(Parafango is a combination of paraffin wax and fango mud used in spa wraps and localized applications to soften, moisten, and purify the skin while warming and relaxing the muscles.)*

salt glow

*(A salt glow is an exfoliation treatment using salt or sea salt as an exfoliant.)*

sanitas per aqua

*(Sanitas per aqua are Latin words meaning “health through water,” which is the basis for the acronym spa.)*

seaweed wrap

*(A seaweed wrap is a blend of reconstituted seaweed and essential oils applied to the skin after exfoliation.)*



spa

*(A spa is a facility that is “devoted to enhancing the overall well-being through a variety of professional services that encourage the renewal of body, mind, and spirit.”)*

spa massage

*(Spa massage is any massage given by a therapist within the structure and limitations of the spa setting, usually referring to the spa’s basic Swedish massage, but also applicable to advanced modalities given in the spa.)*

stone massage

*(Stone massage is a form of bodywork in which a variety of stones are used to warm, cool, and massage the client.)*

Swiss shower

*(A Swiss shower is a spa treatment incorporating multiple showerheads streaming water from many directions at once.)*

Vichy shower

*(Vichy shower is a multihead inline shower extending out over a treatment table, under which clients recline on a wet table to receive spa services.)*

Watsu

*(Watsu is a form of bodywork that takes place in a warm pool, where the client is held and floated in the water while the practitioner supports, moves, stretches, and massages the client.)*

wet room

*(A wet room is a tiled treatment room with plumbing that contains one or more of the following: wet table, shower, Vichy shower, hydrotherapy tub, or Swiss shower.)*

wet table

*(A wet table is a specially constructed waterproof treatment table with built-in drainage used in spas for exfoliation and body wrap services.)*