

Rest Recovery — Daily Operations & Opening/Closing SOP

Purpose: Ensure every Rest Recovery location operates consistently and professionally from open to close, maintaining the same luxury wellness experience across all studios.

Opening Procedures (Before First Client Arrival)

- Arrive 45–60 minutes before first appointment.
- Disarm alarm, unlock doors, and turn on lights, scent diffusers, and music.
- Set temperature between 70–72°F for guest comfort.
- Turn on all Rest Recovery signage and screens.
- Verify all modalities are powered and operational (cold plunge, sauna, red light, float spa, hyperbaric, compression, salt room).
- Wipe down front desk, lobby, and changing areas; restock towels, robes, slippers, and water.
- Ensure restrooms are spotless and stocked.
- Check and refill soap and sanitizer dispensers.
- Preheat sauna (145–155°F), verify cold plunge temp (39–50°F), float spa temp (93.5–95°F), red light function, and salt generator humidity (40–60%).
- Log into booking system (Acuity or CRM), review day's schedule, and prepare new member packets.

During Operations (Throughout the Day)

- Greet every guest within 5 seconds of entering.
- Explain the Wellness Visit circuit: Compression → Sauna → Cold Plunge → Sauna → Cold Plunge → Red Light.
- Offer water and ensure a calm, relaxing environment with music and scent.
- Perform mid-day cleaning every 2–3 hours (wipe surfaces, replace towels, refresh diffusers).
- Monitor modality temps and performance throughout the day.

Closing Procedures (After Final Appointment)

- Begin 15–30 minutes before closing once last guest leaves.
- Turn off and wipe down all modalities (see Equipment Maintenance SOP).
- Restock towels, robes, and laundry bins for the next day.
- Sweep and mop all floors; empty trash and clean restrooms.
- Power down lighting, scent diffusers, and music.
- Cold Plunge: ensure filter and chiller are cycling properly.
- Sauna: turn off main switch and leave door open to vent.
- Float Spa: run short ozone/UV cycle.
- Hyperbaric: power off concentrator and unplug.
- Red Light: power down completely.
- Compression Boots: power off and charge units overnight.
- Salt Room: turn off halogenerator and sweep salt floor evenly.
- Review POS and booking reports, record revenue, and log any issues.
- Arm alarm, lock all doors, and adjust thermostat to energy-saving mode.

Supplies Checklist

- Towels, robes, slippers
- Cleaning cloths & natural cleaner
- Hydrogen peroxide test strips
- Diffuser oils (Rest Recovery signature scent)
- Guest water bottles
- Soap & sanitizer refills

Logging & Accountability

Each Rest Recovery location must maintain:

- Daily Operations Log — staff initials and cleaning verification.
- Incident Log — any guest issue, equipment malfunction, or repair need.
- Manager Weekly Review — checks logs, verifies photos, and reports to HQ.