STANDARD OPERATING PROCEDURE

Spa Treatment Room Turnover SOP

Document no.	SOP-SAL-005
Revision	1.0
Owner	Spa Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every treatment room is cleaned, restocked and reset to standard between clients, so the next appointment starts on time in a hygienic, comfortable space.

2. Scope

Applies to turnover of massage, facial and body treatment rooms between clients. Tool disinfection procedures in detail are covered by a separate SOP.

Definitions

Turnover time	The time between one client leaving a treatment room and the next client being seated.
Single-use supply	A disposable item such as a face cradle cover or applicator used once and discarded.
Bio-waste	Used supplies that have contacted bodily fluids or wax residue and must be disposed of per facility protocol.

3. Responsibilities

Esthetician	Cleans and disinfects the room and tools after each treatment and resets it for the next client.
Front Desk Coordinator	Tracks room turnover time against the schedule and flags delays to the spa manager.
Spa Manager	Confirms supply stock levels, schedules deep cleaning, and audits room readiness.

RACI matrix

Activity	Esthetician	Front Desk Coordinator	Spa Manager
Strip and launder used linens	R/A	-	I
Disinfect the treatment table and tools	R/A	-	I
Restock single-use supplies	R	I	A
Track turnover time against schedule	I	R/A	I
Audit room readiness	C	I	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Fresh linens and face cradle covers
- Hospital-grade disinfectant for tables and surfaces
- Tool disinfection supplies (stones, cups, extraction tools)
- Single-use supply stock (applicators, gloves, wax sticks)
- Room turnover checklist
- Bio-waste container

Personal protective equipment

- Disposable gloves

5. Procedure

Step	Task	Owner	Done
5.1	**Strip used linens** Remove all used sheets, towels and the face cradle cover from the treatment table immediately after the client leaves and place them in the laundry bag.	Esthetician	☐
5.2	**Disinfect the treatment table** Wipe down the entire treatment table, including the face cradle and any adjustable parts, with disinfectant and let it sit for the manufacturer's contact time. **Checkpoint:** Table surfaces stay wet with disinfectant for the full manufacturer-specified contact time.	Esthetician	☐
5.3	**Disinfect reusable tools** Clean and disinfect any reusable tools used in the treatment, such as hot stones, cupping sets or extraction tools, following the salon's tool disinfection procedure.	Esthetician	☐
5.4	**Sanitize water basins and foot spas** Drain, clean and sanitize any water basin or foot spa used during the treatment before it is filled again for the next client.	Esthetician	☐
5.5	**Discard single-use supplies** Throw away any single-use items from the treatment, such as applicators, wax sticks or disposable liners, in the appropriate waste container.	Esthetician	☐
5.6	**Handle bio-waste appropriately** Place any supply that contacted bodily fluids or wax residue in the designated bio-waste container, not the general trash. **Warning:** Wear gloves when handling any used supply that may have contacted bodily fluids.	Esthetician	☐
5.7	**Remake the table with fresh linens** Place fresh sheets, a clean face cradle cover and a folded blanket on the table, arranged the same way for every room.	Esthetician	☐
5.8	**Restock single-use supplies** Check and restock applicators, gloves, cotton rounds and other single-use items to the room's standard par level.	Esthetician	☐

Step	Task	Owner	Done
5.9	**Reset ambiance** Reset lighting, temperature and background music to the room's default setting before the next client is seated.	Esthetician	☐
5.10	**Check treatment equipment** Confirm any equipment used in the next treatment, such as a facial steamer or warmer, is clean, filled and functioning.	Esthetician	☐
5.11	**Do a final room inspection** Walk the room to confirm it is clean, restocked and free of the previous client's belongings before marking it ready. **Checkpoint:** Room passes a visual inspection for cleanliness and restocking before the next client is seated.	Esthetician	☐
5.12	**Log the turnover time** Record the time the room was ready against the scheduled appointment time on the front desk's room status board or software.	Front Desk Coordinator	☐

6. Quality checks

- Treatment table disinfectant sits for the full manufacturer contact time before remaking the bed.
- Every room passes a final visual inspection before the next client is seated.
- Single-use supplies are stocked to par level after every turnover.
- Bio-waste is separated from general trash in every room.

7. Records

- Room turnover checklist
- Room turnover time log
- Supply restock log
- Equipment maintenance notes

8. KPIs

- Average room turnover time
- Percentage of rooms passing inspection on the first check
- Number of late appointment starts due to room readiness
- Supply stockout incidents per month

9. Common mistakes

- Remaking the table before the disinfectant's full contact time has passed.
- Forgetting to check equipment like a facial steamer before the next client arrives.
- Mixing bio-waste into the general trash instead of the designated container.
- Skipping the final room inspection when running behind schedule.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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