



Snapshot Survey Results Report

— *Quarterly Performance* —

July 2015



Quarterly Performance Survey Results

ISPA Snapshot Survey | July 2015

Monthly Snapshot Surveys provide ISPA members with a valuable look into the state of the spa industry, spa industry trends and also help to identify the needs of spa professionals. Snapshot Surveys are conducted on the third Friday of each month, with full results provided only to respondents two weeks from the release date of the survey. Knowledge is a valuable tool and these quick surveys provide a wealth of information shared by ISPA's members. The July Snapshot Survey requested information on quarterly performance for the second quarter of 2015 (April 1 through June 30, 2015).

Among all ISPA spa members, 74 percent of respondents reported that gross revenue for the second quarter of 2015 was higher than the corresponding quarter of 2014. Of those that reported higher revenue, over half (53 percent) reported growth of 19 percent or less, while only 21 percent reported growth of more than 20 percent. 21 percent reported a decline in gross revenue.

Similarly, a significant majority of respondents also reported an increase in quarterly revenue. Seventy-one percent of all spa respondents experienced positive gross profit change, with the majority of those spas (55 percent) reporting higher profits between one and 19 percent. The number of spa visits continued to increase in the second quarter, with 62 percent of all spas reporting an increase.

Perhaps the most notable data was in regards to staffing. No day spa that responded had laid staff off in the second quarter of 2015, while only three percent of resort/hotel spas laid off employees. Similarly, only two percent of all spas implemented a hiring freeze. New positions were created by 37 percent of all spa respondents, with 43 percent filling vacant positions only. All of this points to an industry that is confident about its future.

ISPA resource partners also had a good second quarter of 2015, with revenue and sales growth flowing through their spa customers. Only three percent reported a drop in revenue, with 53 percent reporting revenue growth of 10 percent or higher. Again, this was reflected in profitability and staffing: 71 percent reported better profits, while 43 percent created new positions and 20 percent filled vacancies only.

The results analysis includes answers from all respondents who took the Snapshot Survey in an eight-day period from Friday, July 17, 2015 to Friday, July 24, 2015. During this time, 308 ISPA members responded to the survey. The categories "all spas" and "ISPA Spa Members" referred to within this report include data from all spa respondents (day, resort/hotel, medical and destination spas). Only one set of the various financial performance question responses per company are included in the results. If more than one individual per company submitted information, the primary member's data was used. The data gathered from previous quarterly ISPA Snapshot Surveys is also included within the following charts to allow for easy comparison.

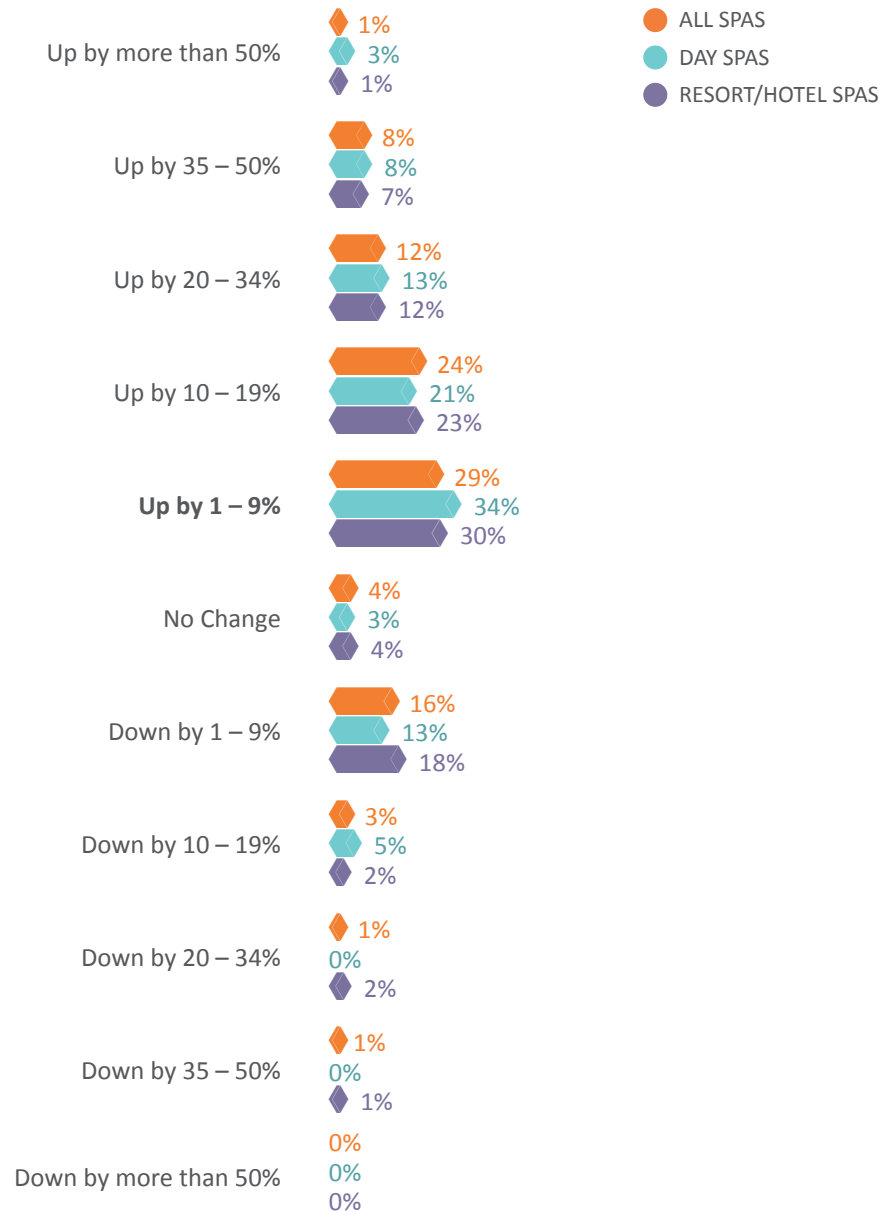
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ISPA SPA MEMBERS

Gross Revenue Change | ISPA Spa Members

2nd Quarter 2015 vs. 2014

What was your gross revenue change for the second quarter of 2015 compared to the second quarter of 2014?



The following tables provide gross revenue change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

Gross Revenue Change | All Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	2%	2%	2%	0%	4%	3%	2%	5%	1%
Up by 20-50%	11%	22%	20%	23%	17%	15%	15%	22%	20%
Up by 1-19%	63%	58%	55%	46%	56%	55%	61%	43%	53%
No change	6%	5%	8%	6%	8%	10%	8%	6%	4%
Down by 1-19%	18%	13%	14%	14%	12%	17%	13%	24%	19%
Down by 20-50%	1%	1%	1%	1%	3%	1%	1%	1%	2%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Revenue Change | Day Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	6%	4%	3%	0%	13%	4%	7%	7%	3%
Up by 20-50%	10%	15%	31%	23%	6%	8%	11%	11%	21%
Up by 1-19%	63%	64%	46%	55%	59%	62%	60%	60%	55%
No change	6%	4%	5%	4%	9%	14%	7%	7%	3%
Down by 1-19%	14%	13%	15%	19%	9%	14%	13%	13%	18%
Down by 20-50%	0%	0%	0%	0%	3%	0%	2%	2%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

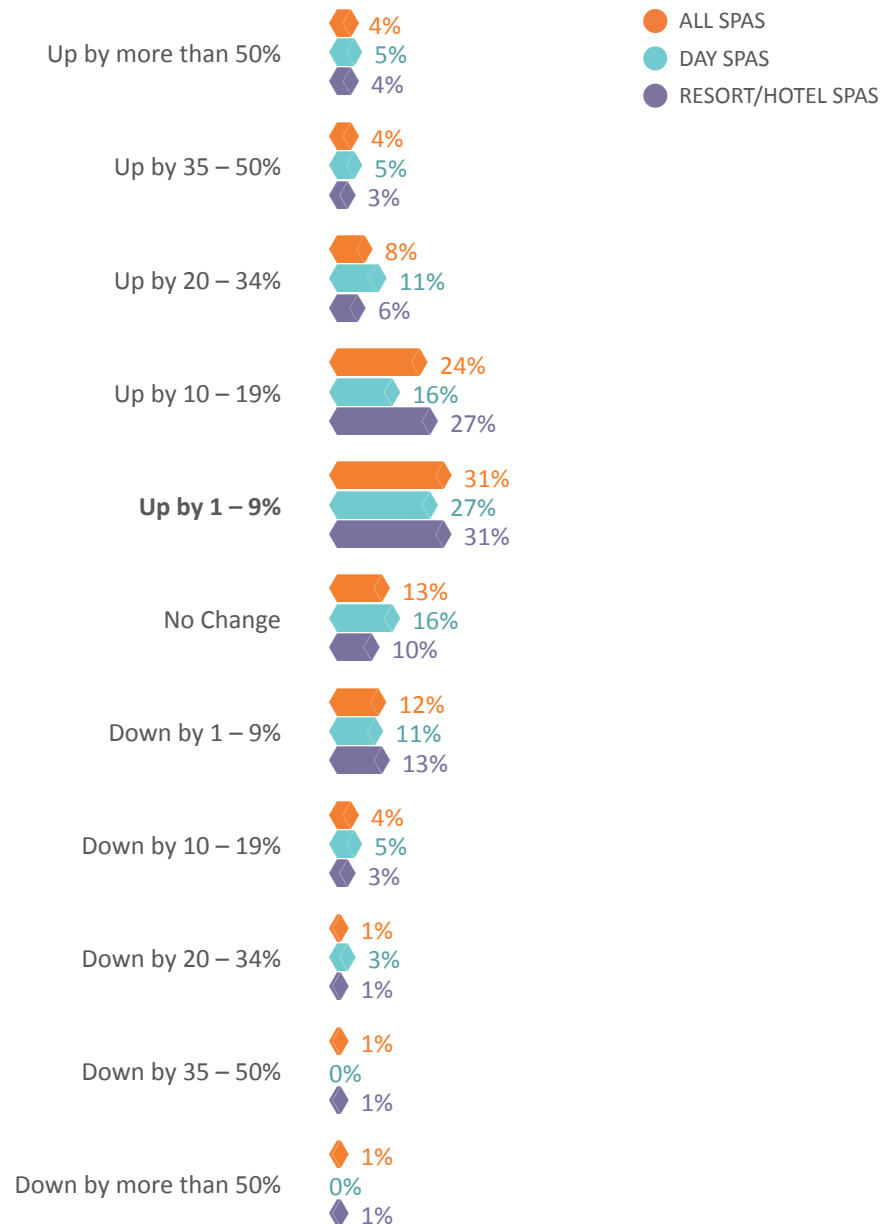
Gross Revenue Change | Resort/Hotel Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	1%	1%	2%	0%	1%	2%	1%	3%	1%
Up by 20-50%	9%	22%	19%	22%	20%	15%	17%	23%	19%
Up by 1-19%	63%	58%	55%	57%	59%	54%	60%	43%	53%
No change	5%	4%	10%	8%	7%	8%	7%	6%	4%
Down by 1-19%	21%	15%	13%	13%	11%	20%	13%	23%	20%
Down by 20-50%	1%	2%	1%	0%	2%	1%	1%	2%	3%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Profit Change | ISPA Spa Members

2nd Quarter 2015 vs. 2014

What was your profit change for the second quarter of 2015 compared to the second quarter of 2014?



The following tables provide profit change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

Gross Profit Change | All Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	7%	4%	5%	1%	5%	2%	4%	6%	4%
Up by 20-50%	9%	16%	16%	14%	13%	16%	14%	14%	12%
Up by 1-19%	58%	58%	54%	57%	57%	49%	54%	50%	55%
No change	8%	10%	13%	14%	10%	15%	14%	11%	13%
Down by 1-19%	15%	11%	11%	13%	14%	17%	14%	18%	16%
Down by 20-50%	3%	1%	1%	1%	0%	1%	1%	1%	2%
Down by more than 50%	0%	0%	0%	0%	1%	0%	0%	0%	1%

Gross Profit Change | Day Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	8%	2%	5%	0%	9%	2%	5%	0%	5%
Up by 20-50%	10%	15%	21%	15%	3%	13%	16%	14%	16%
Up by 1-19%	58%	60%	46%	48%	59%	56%	52%	53%	43%
No change	8%	11%	15%	19%	16%	14%	9%	8%	16%
Down by 1-19%	12%	13%	13%	19%	13%	14%	18%	22%	16%
Down by 20-50%	4%	0%	0%	0%	0%	2%	0%	3%	3%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

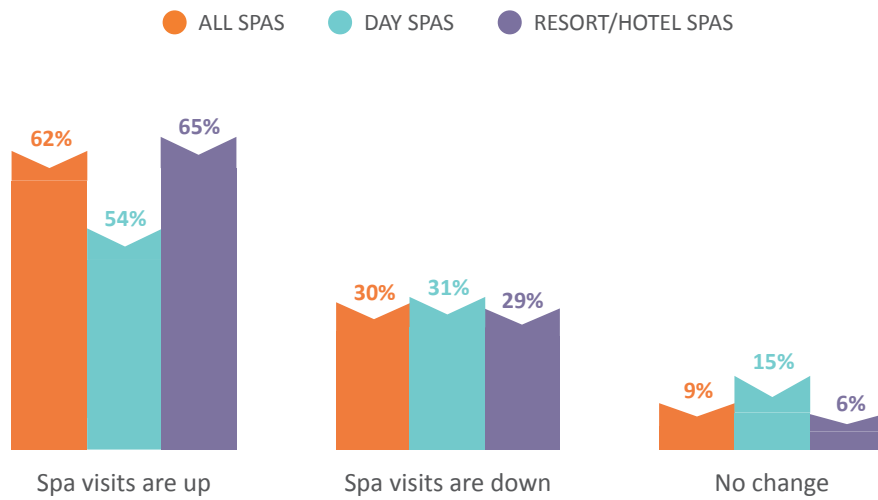
Gross Profit Change | Resort/Hotel Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	6%	5%	6%	1%	4%	1%	3%	9%	4%
Up by 20-50%	7%	16%	17%	16%	16%	18%	15%	15%	9%
Up by 1-19%	60%	58%	55%	57%	59%	54%	60%	43%	58%
No change	9%	8%	11%	12%	8%	14%	15%	13%	10%
Down by 1-19%	14%	11%	9%	12%	12%	20%	14%	16%	16%
Down by 20-50%	3%	1%	1%	0%	0%	1%	1%	1%	2%
Down by more than 50%	0%	0%	0%	0%	2%	0%	0%	0%	1%

Change in Spa Visits | ISPA Spa Members

2nd Quarter 2015 vs. 2014

How did your number of spa visits change for the second quarter of 2015 compared to the second quarter of 2014?



The following tables provide change in spa visits data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

Change in Spa Visits | All Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Spa visits are up	66%	73%	71%	72%	67%	64%	72%	67%	62%
Spa visits are down	21%	19%	17%	20%	21%	20%	19%	28%	30%
No change	13%	9%	12%	8%	13%	16%	9%	6%	9%

Change in Spa Visits | Day Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Spa visits are up	71%	74%	67%	67%	59%	61%	64%	61%	54%
Spa visits are down	18%	22%	21%	26%	22%	22%	22%	28%	31%
No change	12%	4%	13%	7%	19%	18%	13%	11%	15%

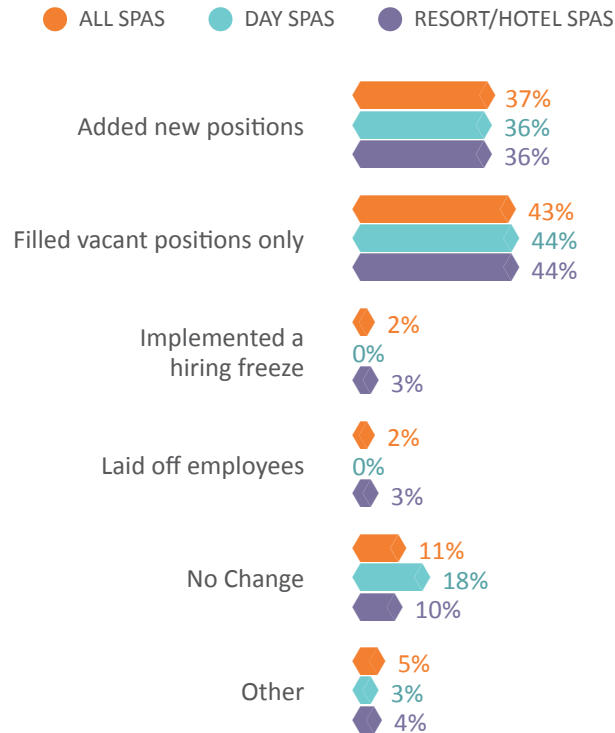
Change in Spa Visits | Resort/Hotel Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Spa visits are up	64%	73%	72%	73%	70%	64%	73%	65%	65%
Spa visits are down	24%	17%	17%	19%	20%	21%	22%	30%	29%
No change	12%	10%	11%	8%	11%	15%	6%	5%	6%

Workforce Changes | ISPA Spa Members

2nd Quarter 2015

Which of the following best describes your workforce changes for the second quarter of 2015?



The following table provides change in workforce data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

Workforce Changes | All Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Added new positions	38%	35%	31%	35%	37%	31%	34%	30%	37%
Filled vacant positions only	38%	38%	34%	39%	39%	35%	36%	42%	43%
Implemented a hiring freeze	2%	3%	3%	1%	0%	2%	2%	4%	2%
Laid off employees	0%	2%	1%	2%	0%	0%	1%	1%	2%
No change	18%	18%	26%	16%	21%	28%	20%	19%	11%
Other	4%	5%	5%	7%	3%	4%	6%	5%	5%

Workforce Changes | Day Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Added new positions	44%	36%	45%	36%	36%	31%	38%	31%	36%
Filled vacant positions only	34%	45%	21%	43%	26%	33%	29%	39%	44%
Implemented a hiring freeze	0%	2%	0%	0%	0%	2%	0%	0%	0%
Laid off employees	0%	0%	0%	7%	0%	0%	2%	0%	0%
No change	18%	13%	26%	7%	29%	33%	24%	28%	18%
Other	4%	4%	7%	7%	10%	2%	7%	3%	3%

Workforce Changes | Resort/Hotel Spas

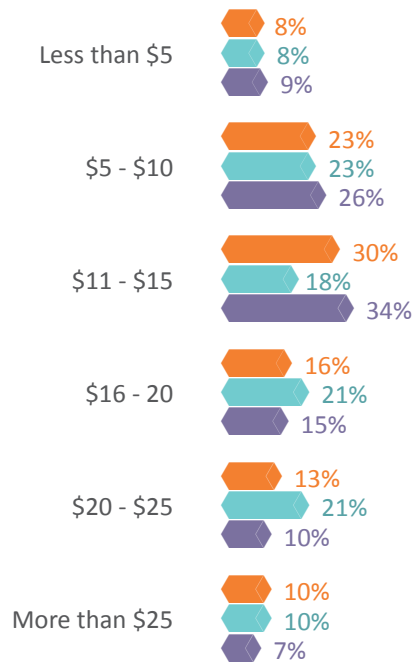
	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Added new positions	37%	33%	27%	34%	40%	28%	28%	32%	36%
Filled vacant positions only	41%	36%	42%	42%	40%	39%	39%	39%	44%
Implemented a hiring freeze	3%	4%	4%	0%	0%	2%	2%	3%	3%
Laid off employees	0%	2%	2%	1%	0%	0%	0%	1%	3%
No change	16%	20%	20%	19%	19%	24%	24%	19%	10%
Other	4%	5%	4%	5%	1%	7%	7%	7%	4%

Average Retail Revenue Per Treatment | ISPA Spa Members

2nd Quarter 2015

What was your spa's average retail revenue per treatment for the second quarter of 2015?

● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS



The following table provides change in workforce data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

Average Retail Revenue Per Treatment | All Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Less than \$5	10%	12%	11%	10%	15%	9%	7%	11%	8%
\$5 - \$10	23%	23%	29%	22%	23%	25%	23%	25%	23%
\$11 - \$15	30%	25%	23%	29%	23%	24%	27%	26%	30%
\$16 - \$20	14%	15%	15%	18%	17%	16%	17%	18%	16%
\$20 - 25	10%	12%	11%	9%	12%	10%	9%	11%	13%
More than \$25	14%	13%	12%	12%	11%	17%	18%	9%	10%

Average Retail Revenue Per Treatment | Day Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Less than \$5	2%	9%	8%	14%	19%	10%	4%	8%	8%
\$5 - \$10	22%	20%	30%	4%	16%	20%	20%	17%	23%
\$11 - \$15	24%	28%	13%	25%	13%	22%	27%	22%	18%
\$16 - \$20	20%	9%	15%	21%	23%	16%	18%	33%	21%
\$20 - 25	18%	15%	10%	14%	16%	12%	9%	8%	21%
More than \$25	16%	20%	25%	21%	13%	22%	22%	11%	10%

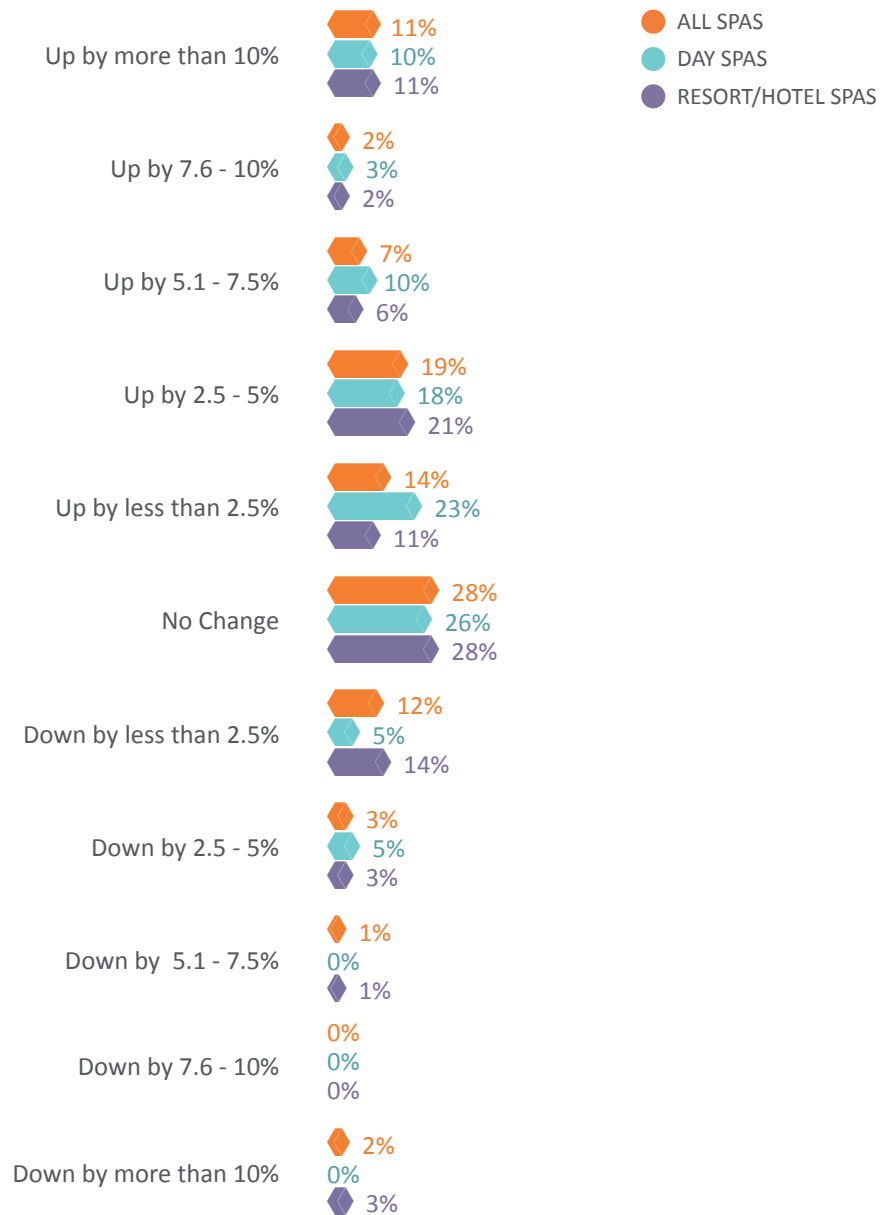
Average Retail Revenue Per Treatment | Resort/Hotel Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Less than \$5	13%	14%	12%	7%	10%	9%	73%8	11%	9%
\$5 - \$10	25%	26%	29%	30%	28%	29%	24%	26%	26%
\$11 - \$15	34%	25%	25%	32%	26%	28%	27%	28%	34%
\$16 - \$20	11%	16%	16%	17%	17%	16%	17%	14%	15%
\$20 - 25	7%	11%	13%	10%	10%	7%	10%	14%	10%
More than \$25	10%	8%	4%	5%	8%	12%	13%	7%	7%

Average Retail Revenue Per Treatment | ISPA Spa Members

2nd Quarter 2015

What was your spa's change in retail revenue per treatment for the second quarter of 2015 in comparison to the second quarter in 2014?



The following table provides change in workforce data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

Change in Retail Revenue Per Treatment | All Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 10%	10%	9%	14%	13%	11%	7%	11%	9%	11%
Up by 7.6 - 10%	7%	7%	5%	8%	5%	4%	9%	9%	2%
Up by 5.1 - 7.5%	9%	7%	8%	6%	7%	14%	11%	6%	7%
Up by 2.5 - 5%	17%	24%	20%	13%	20%	12%	16%	14%	19%
Up by less than 2.5%	16%	15%	15%	21%	10%	20%	20%	18%	14%
No Change	24%	27%	19%	19%	27%	28%	20%	20%	28%
Down by less than 2.5%	9%	5%	10%	12%	11%	7%	8%	13%	12%
Down by 2.5 - 5%	4%	5%	6%	6%	4%	6%	5%	5%	3%
Down by 5.1 - 7.5%	1%	1%	1%	1%	0%	3%	1%	2%	1%
Down by 7.6 - 10%	1%	0%	1%	0%	3%	0%	0%	1%	0%
Down by more than 10%	2%	1%	1%	2%	3%	0%	1%	4%	2%

Change in Retail Revenue Per Treatment | Day Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 10%	16%	7%	11%	21%	10%	14%	16%	8%	10%
Up by 7.6 - 10%	16%	9%	11%	18%	0%	0%	13%	14%	3%
Up by 5.1 - 7.5%	12%	7%	8%	0%	7%	12%	13%	13%	10%
Up by 2.5 - 5%	12%	30%	18%	14%	26%	15%	7%	7%	18%
Up by less than 2.5%	10%	15%	16%	25%	7%	14%	20%	20%	23%
No Change	22%	24%	26%	18%	36%	39%	18%	18%	26%
Down by less than 2.5%	8%	4%	5%	4%	13%	6%	11%	11%	5%
Down by 2.5 - 5%	4%	2%	5%	0%	3%	0%	2%	2%	5%
Down by 5.1 - 7.5%	0%	2%	0%	0%	0%	2%	0%	0%	0%
Down by 7.6 - 10%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Down by more than 10%	2%	0%	0%	0%	0%	0%	0%	0%	0%

Change in Retail Revenue Per Treatment | Resort/Hotel Spas

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 10%	11%	9%	16%	11%	10%	3%	6%	11%	11%
Up by 7.6 - 10%	3%	6%	3%	5%	8%	6%	9%	8%	2%
Up by 5.1 - 7.5%	6%	8%	6%	10%	6%	12%	10%	6%	6%
Up by 2.5 - 5%	17%	20%	24%	13%	21%	12%	21%	11%	21%
Up by less than 2.5%	20%	14%	13%	20%	11%	29%	21%	21%	11%
No Change	25%	29%	16%	20%	22%	22%	17%	19%	28%
Down by less than 2.5%	11%	6%	11%	13%	9%	8%	9%	14%	14%
Down by 2.5 - 5%	5%	6%	7%	7%	5%	7%	7%	6%	3%
Down by 5.1 - 7.5%	1%	1%	2%	1%	0%	2%	1%	2%	1%
Down by 7.6 - 10%	2%	0%	1%	0%	3%	0%	0%	1%	0%
Down by more than 10%	1%	2%	1%	0%	3%	0%	0%	2%	3%

Respondents were asked to describe their spa's most effective marketing promotion implemented during the second quarter of 2015. A sample of the responses are below:

- A summer promotion for Swedish massages, sugar body scrub and manicure/pedicure combo for US\$109.
- Book five and get the fifth one free.
- Complimentary plush waffle robe with a purchase of an 80-minute service.
- Continued to offer monthly spa specials. We also have vendors from our skincare lines come once a quarter to promote new products and keep guests' interests by offering a discount on retail and a gift with purchase.
- Discount for loyalty club members Monday through Thursday.
- Embraced Constant Contact for local guests and more visible spa presence in busy guest areas of resort.
- Focus on selling enhancements with an incentive for the spa concierge.
- Higher price facial with value price.
- HydraFacial introductory offer was very successful for new clients.
- In house marketing with actual therapist and reception offering services with spa gift, product included in package - still a great deal.
- Incentive for group business to utilize the spa helped increase spa occupancy and treatment totals.

- Local 20 percent off spa treatment package.
- Local advertorial and editorial. National magazine stories. Sweepstakes with strategic partners. Spa giveaway for spa professionals.
- Massage Monday Giveaway generated a great deal of traffic to our social media outlets. The buzz and excitement have been worth the giving away of one massage per week.
- Monthly Event Calendar of Specials that is themed. Lots of vendor events to inspire sales.
- New client special of US\$20 off first service.
- Offered Spa Month, Father's Day Promotions, Slimming/Workout Treatments and Hydrafacial promotions.
- Ojai Pixie Tangerine seasonal treatments, resort packages, recipes, etc.
- Our marketing team is doing last minute push notifications to drive revenue when we see it is necessary. One push increased revenue by US\$16,000 across 10 days.
- Promoting shorter treatments in a bundle to save money and entice guest with little time.
- Retrial programs for clients with a lapse in visits.
- Spa concierge in hotel reception area.
- Special US\$79 services Monday through Thursday to help with slower mid-week traffic.
- Ten percent off locals-only discount Monday through Thursday.
- Training the staff to offer other body treatments than just a massage.
- Travelzoo deal is offered in the spring season as it's our slower season. We also offered a custom package for US\$195 or 25 percent off other services.
- Trying to get golfers in the spa, we offered chair massages in the lobbies of our hotels. Therapists would give golfers their business cards and offer a 20 percent discount to come to the spa later that day. Great ROI.
- Two hours of bliss — bundled package of treatments available off peak times.
- We are in a seasonal location so in second quarter we usually run Buy One, Get One 1/2 Off all services of equal or lesser value.
- We chose to utilize promotions for single services instead of packages. We also offered an event each month that allowed spa patrons to bring a friend. In turn, we generated more spa patrons and provided a better service to the membership.
- We gave discount services to our top casino players and their spouses.
- We increased the type of messages for a specific promotion and received more sales as a result.
- We participated in Travelzoo.
- We ran a Travelzoo promotion for Mondays through Thursdays. It increased our local business from 22 percent to 30 percent.

- We used golf tournament events to promote our facials and sun screen. Closest to the pin winner of a free facial and a 30-minute facial for all participants. This has brought repeat business and increase in retail sales.

Respondents were asked to describe a new treatment or spa experience their spa implemented during the second quarter. A sample of the responses are below:

- Added bio-electrical healing massage tools for pains/wrinkles.
- Added several new treatments to our menu in April, including a new two-hour Infrared Salt Ritual, Customized Aromatherapy Massage where guest makes their own blend, two-hour Vineyard Top 2 Toe treatment using products made with grape-skins and Micro-Current Facial using NuFace.
- Added spray tanning and body contouring.
- Began offering a seasonally scented body scrub which includes a refreshing mocktail. Stretch Therapy sessions are also a new offering at our spa.
- Cryotherapy and sports massage at our golf course location. A real hit!
- Each quarter, we implement new flavors for our manicure and pedicure treatments. It allows the membership to select their own "adventure" and provides an opportunity for the service providers to discuss home-care.
- FST Fascial Stretch Therapy.
- Hilot Healing Massage, BR Facials, Back and Shoulder Massage.
- Himalayan Salt Stone Massage.
- Hot Tiger Shell Massage.
- Introduced Eco-fin paraffin.
- JAVA organic body scrub. Green tea coffee infused scrub with rich oils to detox and hydrate. Fifty-minute service.
- Launched Phytomer treatments and skincare, plus HydraFacial.
- Men's facial and Aromatherapy Massage, Rose Facial, body wrap and massage.
- No new treatment, but, due to drought in California, we changed the way we distribute towels and did a lot of education on water use.
- One hundred-minute option for massages where appropriate.
- Partnered with vendor to promote with a product re-launch campaign.
- Promote the signature treatments as a new experience for the clients.
- Seasonal Featured Treatment program initiated.
- Seasonal Manicure and Pedicure.
- Skin Pen more upgrades to choose from in every department.
- We add a number of add-on services that increased the average ticket, but did not increase duration time.

- We added make-up services to the menu.
- We combined all of our most current, cutting edge esthetic technologies to create a new top of the line facial.
- We launched Somadome — personal meditation pod. Twenty-minute meditation sessions for US\$45.
- We offered two Summer Seasonal Services. The Coconut Bliss Pedicure — a mini tropical vacation awaits you with a Coconut Bliss pedicure. Enjoy a hydrating fizzy ball soak, sugar scrub exfoliation, and a shea butter foot massage in this perfect summer service. Let the tropical scents of toasted coconut, lime and sandalwood take you on the vacation you deserve. Golfer's Massage — This deeply restorative treatment is the perfect way to end your day after a round on the links. Designed specifically for the golfer, this service combines stretching and deep tissue massage to relieve sore or tight muscles, increase your flexibility, and leave you ready for your next round on the courses.

Respondents were asked to describe a new product or service their company launched during the second quarter. A sample of the responses are below:

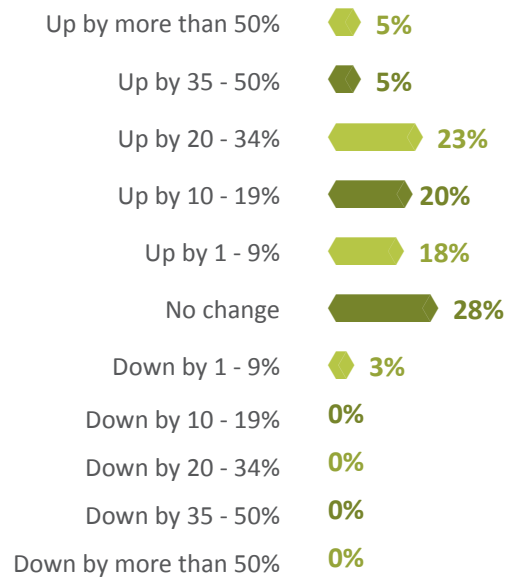
- Add on spa service that coordinates with a retail take home kit.
- ElixirONE — a hair perfecting potion to improve shine and manageability!
- Facial serum.
- Lip Plumper, Lash Primer.
- Long Wear Liquid Foundations, Mini Harmonized Waters, Altitude Harmonized Water, brushes and new packaging for Brow Gels.
- New clothing collection.
- New Online Resort Scheduler.
- New skin care items.
- Revolutionary, anti-aging fragrant body oil.
- Skin Reset, a remarkable cream that transforms facial skin that is lax and wrinkled to firm and smooth. It contains our twice-patented technology.
- SocialRev — incorporation of social media for promotional and awareness to increase the return and profitability from new and existing marketing initiatives.
- Supplements.
- Vitamin C SPF30 product.
- We added new merchandise to the collection including new apparel designs and paper products.
- Wildflower Clay — our new bentonite clay mask infused with lavender and chamomile in a macadamia oil base. It is amazing!

ISPA RESOURCE PARTNERS

Gross Revenue Change | ISPA Resource Partners

2nd Quarter 2015 vs. 2014

What was your gross revenue change for the first quarter of 2015 compared to the second quarter of 2014?



The following table provides gross revenue change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

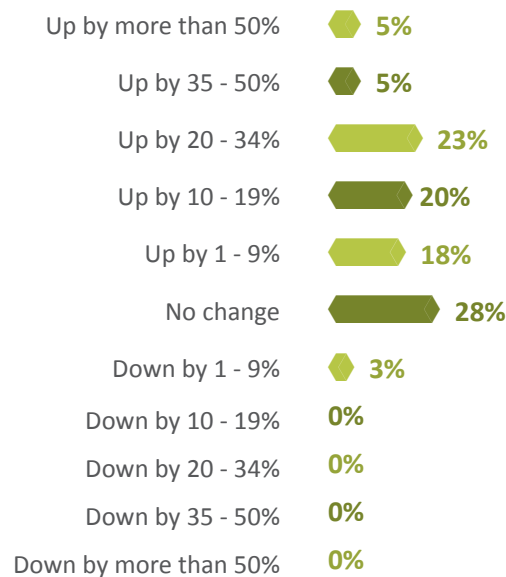
Gross Revenue Change | Resource Partners

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	7%	14%	16%	3%	13%	6%	5%	5%	5%
Up by 20 - 50%	24%	25%	25%	25%	9%	21%	20%	38%	28%
Up by 1 - 19%	44%	45%	31%	29%	53%	29%	38%	36%	38%
No change	12%	3%	22%	28%	19%	18%	25%	13%	28%
Down by 1 - 19%	12%	14%	6%	16%	6%	21%	11%	8%	3%
Down by 20 - 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Profit Change | ISPA Resource Partners

2nd Quarter 2015 vs. 2014

What was your profit change for the second quarter of 2015 compared to the second quarter of 2014?



The following table provides profit change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options:

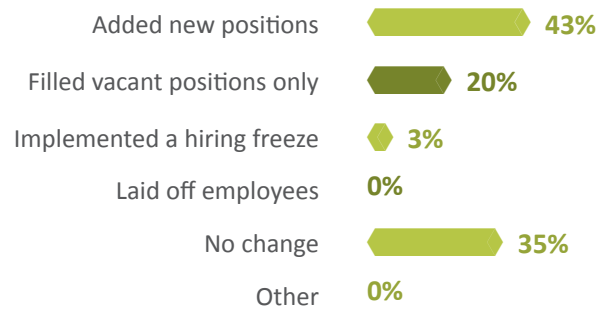
Profit Change | Resource Partners

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Up by more than 50%	5%	11%	13%	3%	9%	0%	3%	3%	5%
Up by 20 - 50%	27%	17%	22%	10%	6%	9%	18%	26%	28%
Up by 1 - 19%	37%	47%	34%	48%	49%	44%	51%	44%	38%
No change	27%	22%	25%	29%	30%	32%	26%	26%	28%
Down by 1 - 19%	5%	3%	3%	10%	6%	15%	3%	3%	3%
Down by 20 - 50%	0%	0%	3%	0%	0%	0%	0%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Workforce Changes | ISPA Resource Partners

2nd Quarter 2015

Which of the following best describes your workforce changes for the second quarter of 2015?



The following table provides changes in workforce data from previous quarterly ISPA Snapshot Surveys.

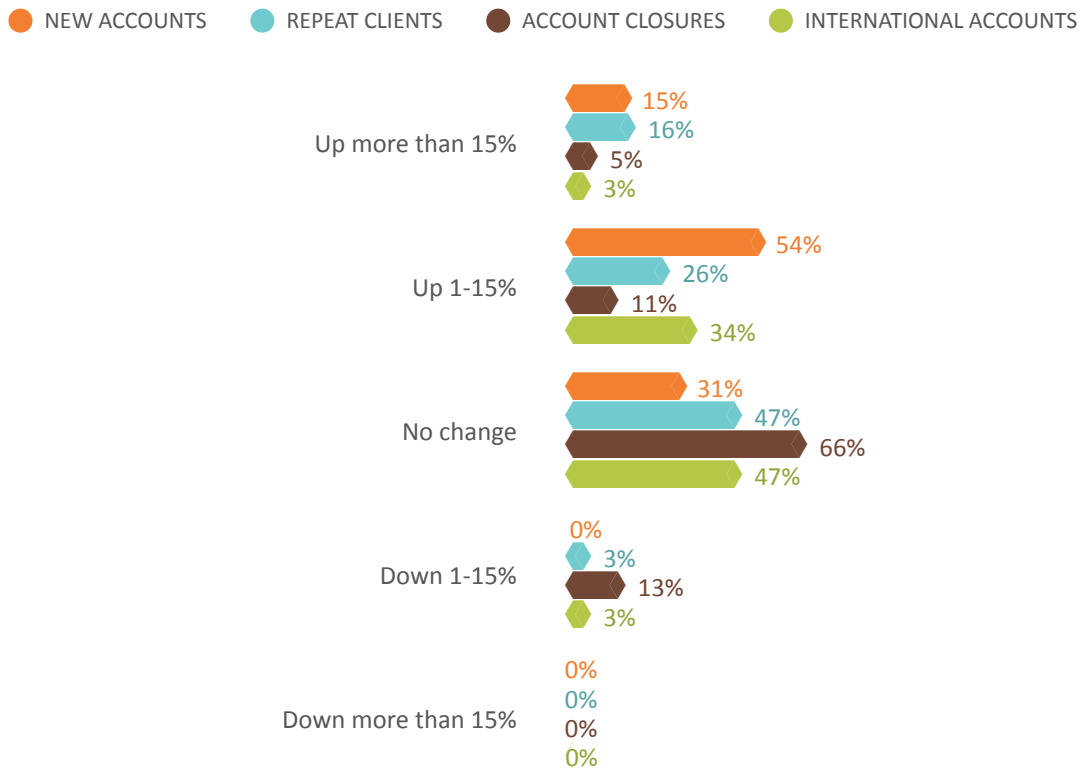
Workforce Changes | Resource Partners

	2nd Qtr 2013	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015
Added new positions	46%	44%	41%	47%	42%	29%	35%	41%	43%
Filled vacant positions only	10%	15%	3%	13%	12%	6%	15%	18%	20%
Implemented a hiring freeze	2%	3%	0%	0%	3%	6%	0%	0%	3%
Laid off employees	2%	0%	0%	3%	0%	12%	3%	3%	0%
No change	37%	32%	47%	38%	42%	41%	45%	39%	35%
Other	2%	6%	9%	0%	0%	6%	3%	0%	0%

Change in Accounts | ISPA Resource Partners

2nd Quarter 2015 vs. 2014

What percent increase or decrease did you see in your number of new accounts, repeat clients, account closures and international accounts for the second quarter of 2015 compared to the second quarter of 2014?



Did your company launch a new product and/or service during the second quarter?

