



SNAPSHOT SURVEY RESULTS REPORT

Quarterly Performance

JULY 2019

THIS MONTH'S SPONSOR:



INTERNATIONAL SPA ASSOCIATION®
experienceispa.com





Quarterly Performance Survey Results

ISPA Snapshot Survey | July 2019

Monthly Snapshot Surveys provide ISPA members with a valuable look into the state of the spa industry, spa industry trends and help 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 provides a look at performance for the second quarter of 2019.

When asked about their gross revenue change for the second quarter of 2019 compared to the second quarter of 2018, the majority of all spa respondents reported at least some increase, 83 percent. Similarly, 73 percent of all spa respondents reported an increase in profit change when comparing the second quarter of 2019 to the second quarter of 2018.

Spa visits were also on the rise for spa respondents at 65 percent when comparing the second quarter of 2019 to the second quarter of 2018. For resort/hotel spa respondents, this figure was slightly higher at 68 percent, while it dropped to 50 percent for day spa respondents.

For the first time, spa respondents were asked if they currently sell CBD products or offer a treatment utilizing a CBD product. Overall, 42 percent of all spa respondents reported either selling or offering a CBD product in a treatment. This number was higher for day spa respondents at 75 percent, than it was for resort/hotel spa respondents at 33 percent.

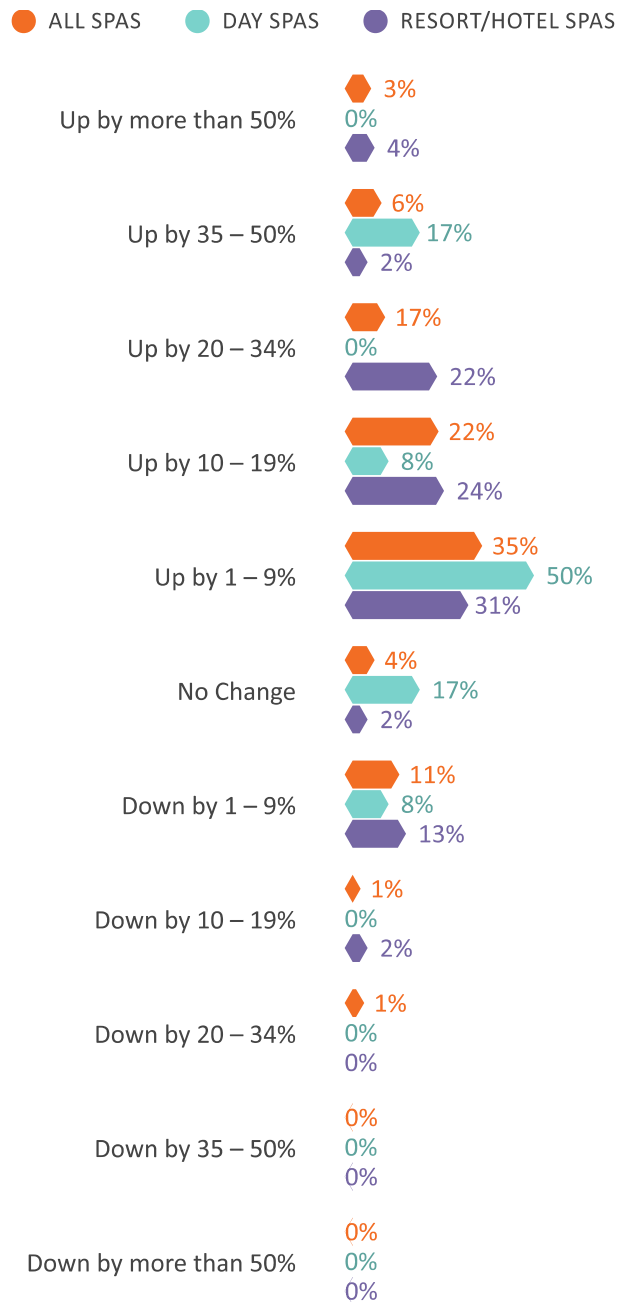
Resource partner respondents had similar good news in terms of gross revenue change when comparing second quarter 2019 to the second quarter of 2018 with 74 percent reporting some kind of increase.

The results analysis includes answers from all respondents who took the Snapshot Survey in an eight-day period from Friday, July 19, 2019 to Friday, July 26, 2019. During this time, 172 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).

DISCLAIMER: *This document contains proprietary information of the International SPA Association. For permission to reproduce any material contained in this publication, please call ISPA at 1.859.226.4326. If consent is granted, attribution to ISPA and other sources specified in the document should be made.*

ISPA SPA MEMBERS

All survey responses should be provided for the period of April 1, 2019 – June 30, 2019 (second quarter). What was your gross revenue change for the first quarter of 2019 compared to the second quarter of 2019?



Gross Revenue Change | All Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	2%	2%	2%	2%	4%	3%	1%	1%	3%
Up by 20-50%	19%	9%	16%	16%	8%	16%	16%	14%	23%
Up by 1-19%	53%	67%	59%	60%	63%	48%	55%	68%	57%
No change	7%	10%	6%	8%	1%	14%	6%	4%	4%
Down by 1-19%	18%	10%	14%	13%	22%	19%	20%	13%	12%
Down by 20-50%	0%	2%	2%	1%	1%	0%	2%	0%	1%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Revenue Change | Day Spas

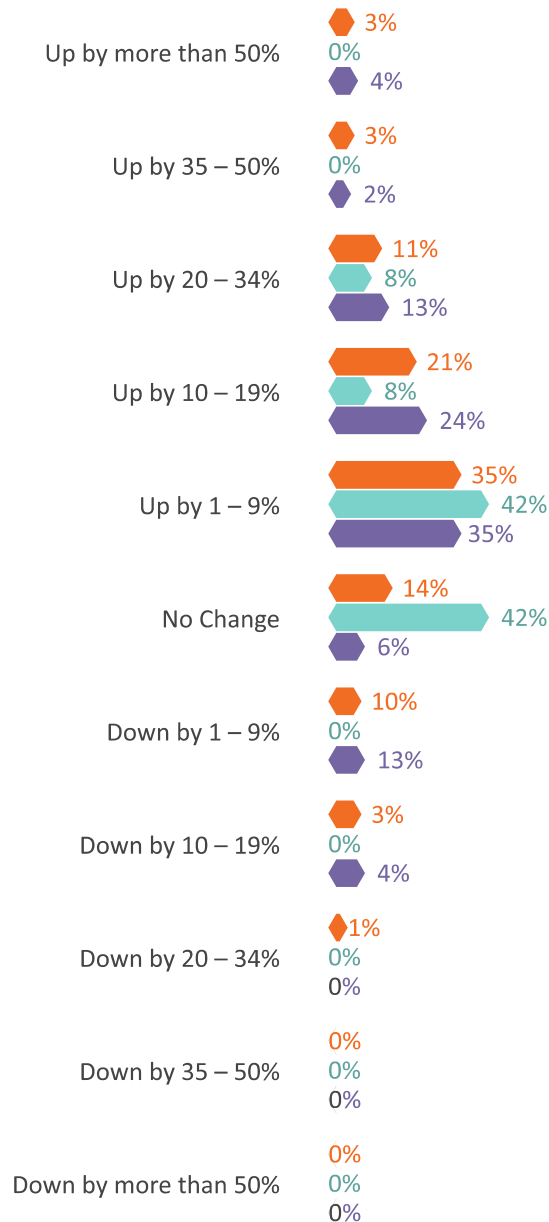
	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	3%	0%	5%	10%	0%	0%	0%	0%	0%
Up by 20-50%	13%	0%	0%	5%	13%	43%	14%	14%	17%
Up by 1-19%	58%	58%	64%	70%	80%	43%	46%	71%	58%
No change	16%	19%	18%	15%	0%	14%	20%	0%	17%
Down by 1-19%	7%	23%	14%	0%	7%	0%	20%	14%	8%
Down by 20-50%	3%	0%	0%	0%	0%	0%	0%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Revenue Change | Resort/Hotel Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	1%	3%	0%	0%	0%	6%	5%	1%	4%
Up by 20-50%	19%	12%	20%	20%	21%	8%	11%	13%	24%
Up by 1-19%	52%	70%	57%	57%	52%	56%	48%	60%	55%
No change	4%	6%	3%	3%	8%	2%	14%	4%	2%
Down by 1-19%	25%	7%	18%	18%	18%	27%	22%	21%	15%
Down by 20-50%	0%	3%	4%	4%	2%	2%	0%	3%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

What was your profit change for the second quarter of 2019 compared to the second quarter of 2018?

● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS



Gross Profit Change | All Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	2%	1%	2%	3%	4%	4%	5%	4%	3%
Up by 20-50%	11%	19%	9%	10%	17%	17%	16%	12%	14%
Up by 1-19%	54%	52%	67%	62%	57%	56%	50%	56%	56%
No change	14%	13%	10%	10%	12%	13%	11%	12%	14%
Down by 1-19%	17%	17%	10%	10%	8%	9%	18%	14%	13%
Down by 20-50%	2%	1%	2%	3%	1%	1%	0%	3%	1%
Down by more than 50%	0%	0%	0%	1%	0%	1%	0%	0%	0%

Gross Profit Change | Day Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	3%	0%	0%	5%	16%	0%	7%	0%	0%
Up by 20-50%	18%	20%	0%	0%	11%	20%	28%	7%	8%
Up by 1-19%	47%	40%	58%	60%	47%	80%	50%	35%	50%
No change	9%	20%	19%	27%	21%	0%	14%	14%	42%
Down by 1-19%	21%	16%	23%	8%	5%	0%	0%	43%	0%
Down by 20-50%	3%	3%	0%	0%	0%	0%	0%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Profit Change | Resort/Hotel Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	3%	1%	1%	3%	2%	1%	6%	3%	4%
Up by 20-50%	16%	7%	15%	12%	11%	21%	18%	15%	15%
Up by 1-19%	58%	58%	53%	70%	63%	58%	49%	50%	59%
No change	7%	17%	11%	6%	6%	8%	15%	10%	6%
Down by 1-19%	13%	15%	18%	7%	12%	10%	10%	22%	17%
Down by 20-50%	3%	1%	0%	3%	4%	2%	2%	8%	0%
Down by more than 50%	0%	0%	0%	0%	1%	0%	2%	0%	0%

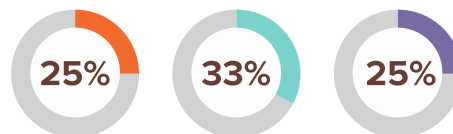
How did your number of spa visits change for the second quarter of 2019 compared to the second quarter of 2018?

● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS

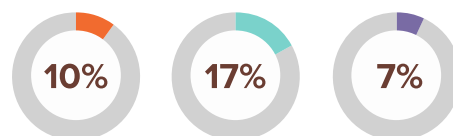
SPA VISITS WERE UP



SPA VISITS WERE DOWN



NO CHANGE



Change in Spa Visits | All Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Spa visits were up	64%	57%	57%	72%	62%	55%	62%	69%	65%
Spa visits were down	27%	22%	29%	19%	31%	31%	26%	24%	25%
No change	9%	21%	14%	9%	7%	14%	12%	7%	10%

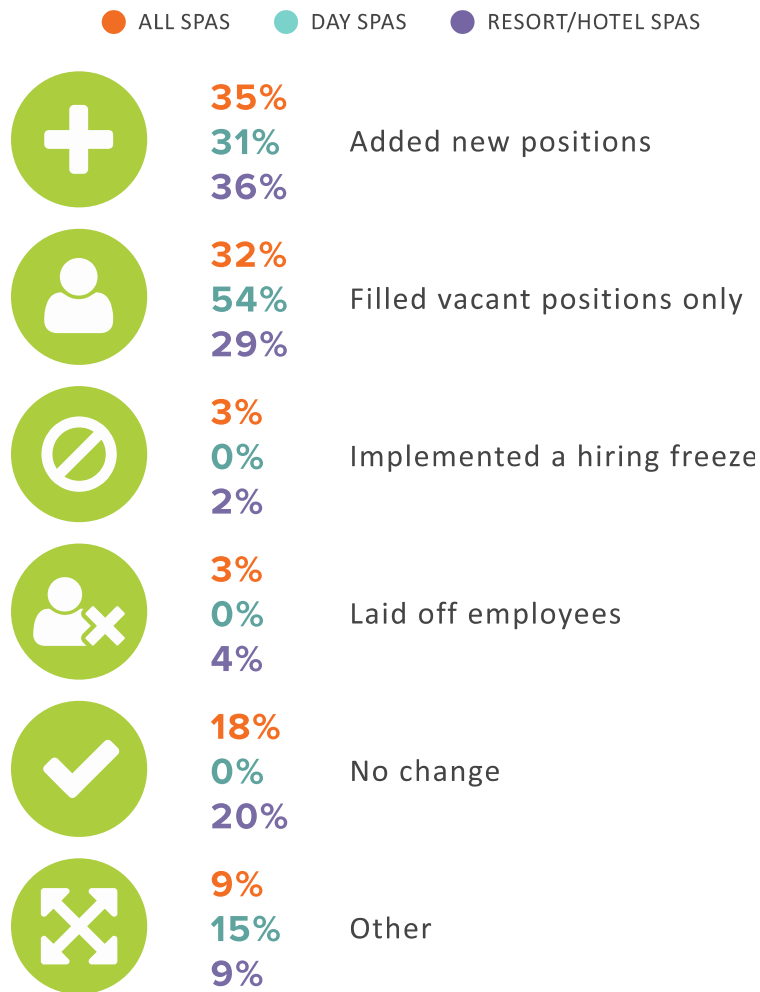
Change in Spa Visits | Day Spas

	Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Spa visits were up	70%	43%	36%	78%	80%	64%	53%	57%	50%
Spa visits were down	20%	27%	36%	11%	13%	21%	27%	36%	33%
No change	10%	30%	27%	11%	7%	14%	20%	7%	17%

Change in Spa Visits | Resort/Hotel Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Spa visits were up	62%	63%	60%	72%	55%	54%	61%	68%	68%
Spa visits were down	29%	21%	31%	20%	38%	32%	28%	23%	25%
No change	9%	16%	9%	8%	7%	14%	11%	8%	7%

Which of the following best describes your workforce changes for the second quarter of 2019?



Workforce Changes | All Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Added new positions	29%	29%	24%	25%	30%	28%	27%	26%	35%
Filled vacant positions	48%	41%	51%	40%	43%	45%	46%	54%	32%
Implemented a hiring freeze	5%	2%	4%	4%	4%	3%	4%	2%	3%
Laid off employees	0%	2%	0%	0%	0%	0%	1%	0%	3%
No change	12%	18%	18%	21%	18%	19%	20%	14%	18%
Other	6%	8%	3%	10%	5%	5%	2%	4%	9%

Workforce Changes | Day Spas

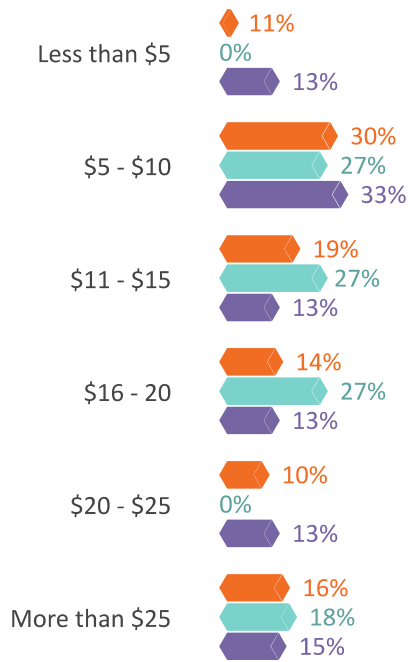
	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Added new positions	37%	16%	13%	26%	7%	31%	27%	27%	31%
Filled vacant positions	57%	58%	61%	42%	60%	46%	60%	53%	54%
Implemented a hiring freeze	0%	3%	9%	0%	0%	0%	7%	0%	0%
Laid off employees	0%	3%	0%	0%	0%	0%	0%	0%	0%
No change	3%	10%	13%	26%	27%	15%	0%	20%	0%
Other	3%	10%	4%	5%	7%	8%	7%	0%	15%

Workforce Changes | Resort/Hotel Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Added new positions	21%	33%	25%	23%	38%	25%	21%	25%	36%
Filled vacant positions	49%	36%	51%	41%	40%	44%	48%	57%	29%
Implemented a hiring freeze	6%	0%	3%	6%	6%	5%	4%	3%	2%
Laid off employees	0%	1%	0%	0%	0%	0%	1%	0%	4%
No change	17%	24%	19%	18%	13%	22%	25%	10%	20%
Other	7%	6%	3%	12%	4%	5%	1%	5%	9%

What was your spa's average retail revenue per treatment for the second quarter of 2019?

● ALL SPAS
 ● DAY SPAS
 ● RESORT/HOTEL SPAS



Average Retail Revenue Per Treatment | All Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Less than \$5	6%	5%	7%	9%	6%	6%	7%	7%	11%
\$5 - \$10	22%	21%	19%	25%	20%	29%	17%	17%	30%
\$11 - \$15	25%	21%	24%	23%	27%	17%	26%	26%	19%
\$16 - \$20	15%	16%	20%	11%	16%	15%	24%	24%	14%
\$20 - 25	13%	14%	13%	18%	14%	15%	11%	11%	10%
More than \$25	20%	22%	18%	14%	17%	18%	15%	15%	16%

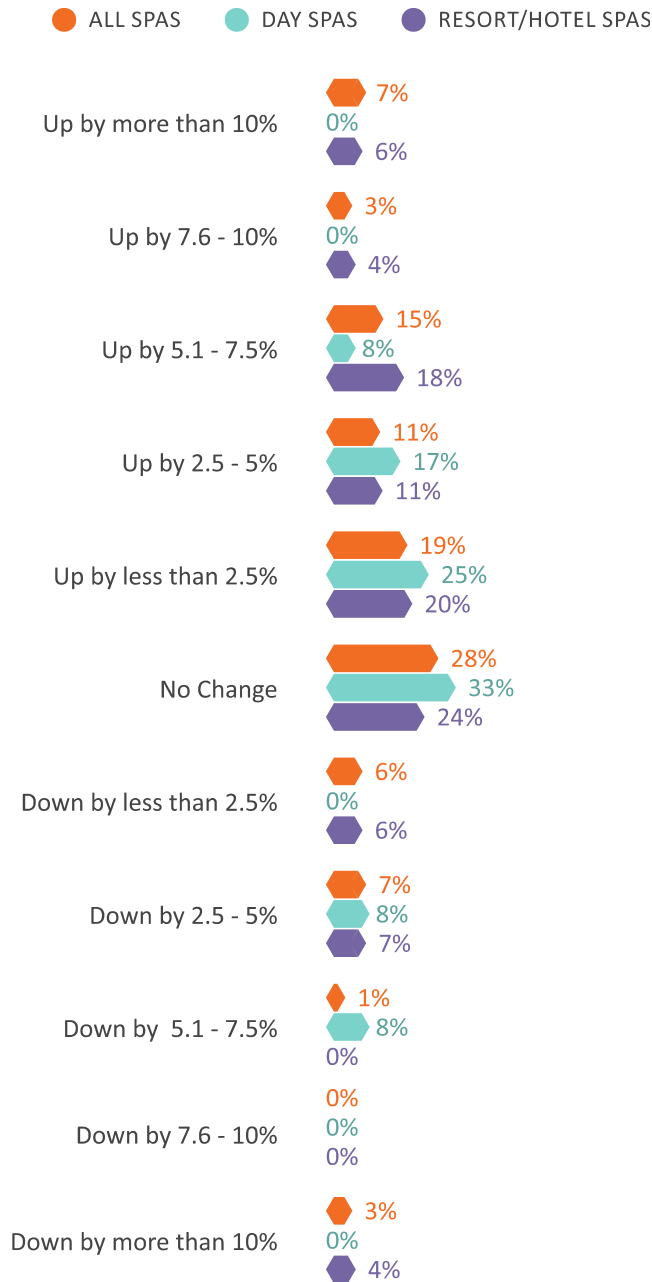
Average Retail Revenue Per Treatment | Day Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Less than \$5	3%	7%	14%	16%	0%	7%	7%	7%	0%
\$5 - \$10	38%	24%	18%	37%	21%	50%	21%	43%	27%
\$11 - \$15	24%	24%	14%	11%	36%	14%	14%	29%	27%
\$16 - \$20	7%	17%	23%	16%	14%	7%	29%	0%	27%
\$20 - 25	10%	3%	14%	10%	0%	7%	14%	7%	0%
More than \$25	17%	24%	18%	10%	29%	14%	14%	14%	18%

Average Retail Revenue Per Treatment | Resort/Hotel Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Less than \$5	6%	6%	5%	6%	8%	7%	8%	11%	13%
\$5 - \$10	13%	22%	19%	25%	22%	25%	17%	14%	33%
\$11 - \$15	25%	22%	30%	25%	26%	18%	30%	23%	13%
\$16 - \$20	21%	15%	22%	9%	16%	17%	22%	21%	13%
\$20 - 25	15%	18%	9%	20%	18%	18%	9%	14%	13%
More than \$25	19%	18%	16%	14%	12%	15%	14%	16%	15%

What was your spa's change in retail revenue per treatment for the second quarter of 2019 in comparison to the second quarter of 2018?



Change in Retail Revenue Per Treatment | All Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 10%	11%	9%	12%	13%	7%	10%	10%	13%	7%
Up by 7.6 - 10%	4%	4%	5%	5%	6%	1%	7%	9%	3%
Up by 5.1 - 7.5%	5%	9%	5%	11%	7%	8%	8%	6%	15%
Up by 2.5 - 5%	21%	20%	21%	15%	21%	20%	21%	16%	11%
Up by less than 2.5%	22%	16%	20%	12%	14%	17%	15%	13%	19%
No Change	14%	18%	20%	26%	21%	21%	21%	26%	28%
Down by less than 2.5%	12%	14%	6%	6%	14%	7%	10%	9%	6%
Down by 2.5 - 5%	7%	7%	5%	3%	6%	4%	5%	5%	7%
Down by 5.1 - 7.5%	2%	0%	1%	1%	0%	4%	1%	1%	1%
Down by 7.6 - 10%	0%	3%	0%	3%	0%	4%	0%	0%	0%
Down by more than 10%	4%	2%	3%	5%	3%	4%	3%	2%	3%

Change in Retail Revenue Per Treatment | Day Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2018	2nd Qtr 2018
Up by more than 10%	10%	3%	8%	10%	14%	15%	8%	7%	0%
Up by 7.6 - 10%	0%	0%	13%	10%	7%	0%	8%	0%	0%
Up by 5.1 - 7.5%	3%	7%	4%	10%	14%	8%	0%	7%	8%
Up by 2.5 - 5%	21%	21%	8%	15%	14%	8%	23%	14%	17%
Up by less than 2.5%	14%	10%	42%	5%	21%	38%	23%	14%	25%
No Change	10%	24%	21%	45%	7%	23%	31%	36%	33%
Down by less than 2.5%	21%	14%	0%	0%	7%	8%	8%	21%	0%
Down by 2.5 - 5%	10%	14%	0%	0%	7%	0%	0%	0%	8%
Down by 5.1 - 7.5%	7%	0%	0%	0%	0%	0%	0%	0%	8%
Down by 7.6 - 10%	0%	3%	0%	0%	0%	0%	0%	0%	0%
Down by more than 10%	3%	3%	4%	5%	7%	0%	0%	0%	0%

Change in Retail Revenue Per Treatment | Resort/Hotel Spas

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 10%	10%	12%	13%	15%	6%	10%	9%	15%	6%
Up by 7.6 - 10%	6%	6%	2%	2%	6%	0%	7%	12%	4%
Up by 5.1 - 7.5%	6%	9%	6%	12%	4%	8%	8%	5%	18%
Up by 2.5 - 5%	21%	19%	28%	13%	25%	20%	20%	15%	11%
Up by less than 2.5%	27%	19%	14%	12%	12%	15%	14%	14%	20%
No Change	13%	14%	20%	22%	25%	22%	22%	24%	24%
Down by less than 2.5%	9%	13%	9%	9%	16%	10%	10%	7%	6%
Down by 2.5 - 5%	4%	6%	3%	3%	4%	3%	6%	3%	7%
Down by 5.1 - 7.5%	0%	0%	2%	2%	0%	2%	1%	2%	0%
Down by 7.6 - 10%	0%	3%	0%	4%	0%	5%	0%	0%	0%
Down by more than 10%	4%	0%	3%	6%	2%	5%	3%	3%	4%

Which of the following, if any, did your spa do during the second quarter?

RESPONSE	ALL SPAS	DAY SPAS	RESORT / HOTEL SPAS
Added a new treatment to the spa menu	41%	33%	42%
Added a new brand/product line to the retail lineup	49%	42%	53%
Updated or changed the spa's software	4%	0%	4%
Invested in a marketing promotion or campaign	33%	33%	31%
None of the above	22%	33%	20%

Does your spa currently sell CBD products or offer a treatment utilizing a CBD product?

RESPONSE	ALL SPAS	DAY SPAS	RESORT / HOTEL SPAS
Yes, we sell CBD products.	15%	17%	11%
Yes, we offer a treatment utilizing a CBD product.	1%	0%	2%
Yes, we offer both a treatment utilizing a CBD product AND we sell CBD products.	25%	58%	20%
No, we do not offer CBD products or treatments.	58%	25%	67%

If your spa has an exciting new third quarter marketing promotion revolving around an event or holiday, please describe the promotion below.

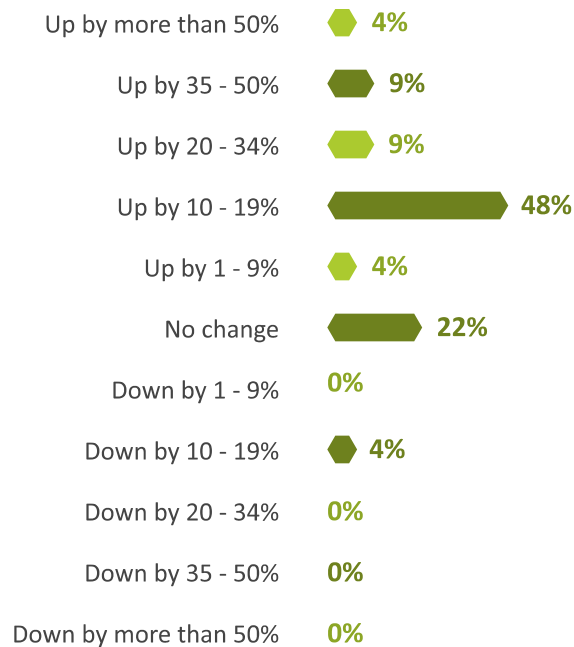
- Bringing on a Hydra Facial machine and converting our wet room/vichy shower to a couples room. (getting rid of body treatments)
- Face the Music Facial for \$108.50 Monday - Thursday's in August.
- Herbalistic Ritual CBD services in all categories.
- In an effort to elevate our aesthetics program here, we are having a big skincare and wellness event for our guests in Q3. It will be an all-day event where our guests will get to experience mini treatments, get their hands on a variety of products, receive a one on one skincare analysis with our estheticians and learn wellness and self-care tips and tricks. We will also be featuring a local company that makes hand-blown glass votives and has donated over \$10 million dollars to non-profit organizations that provide hope and healing.
- Lookout Yoga. Guests get the opportunity to get their zen on at 9,150' at the top of Bald Mountain! Guests take a gondola ride then a lift right to the top where the view of the beautiful valley below as they experience some sound therapy with crystal bowls and Gentle Flow Yoga. After class guests get to experience complimentary chair massage and receive a gift to take home. Guests can take the gondola/lift down or embrace nature and hike down to the base of the day lodge. It's definitely one of our most popular classes and provides an amazing experience for our guests and team members.
- National Wellness Month August 1 - 31, 2019. Enjoy a rhythmic journey to soothe your soul and relax the mind. 30% off two signature Rock Spa services: 50-minute Synchronicity massage for \$108.50; and 50-minute.
- New menu and local event.
- New spa menu launch this fall.
- Our own Triathlon just inside of the property.
- Pool Side Menu Offerings
- Seasonal specials with the seasonal flair.
- Spa + Wellness Week. It's a week dedicated to our locals to come in and experience all the spa has to offer at a discount rate that fits their checkbook. They get access to all of our fitness classes, fitness center, pools and spa amenities. We also have special wellness classes focusing on meditation, sound therapy, yoga on the mountain and much more. We dedicate days for them to try new modalities we are adding to the menu this fall/winter as well that include Watsu, Thai Massage, Mobility & Isolated Stretching. We also partner up with local vendors offering healthy food options, education and guest speakers.
- Spa is in renovation.
- Third quarter we are updating our spa menu and promoting acupuncture services and packages.
- We are doing some events and promotions for national relaxation day and national prosecco day.
- We are going back to grass roots marketing. Networking, canvassing local businesses and referrals.



- We have an annual fundraising effort for two local cancer charities that work hand in hand for the month of October: One for funding of treatment and the other supports the families with utility bills, grocery cards, mortgage or rent if needed, gas cards, etc. Our spa operations team wears pink shirts all month. Our pastry chef creates different pink themed pastries for sale every Friday and we sell them in our associate cafeteria and to guests in the spa. We also have 10 - 15 different pink themed items from key chains to water bottles, etc. for sale. All of the money raised is split between the two charities, The Pendleton Foundation and The Desert Cancer Foundation. Our associates look forward to this every year.
- We have spa month in August where all basic services are reduced by 25%.
- We host an event honoring each of the seasons on their respective seasonal change (equinox or solstice).
- We just completed a renovation and new menu launch. Complete marketing program designed around that.

ISPA RESOURCE PARTNERS

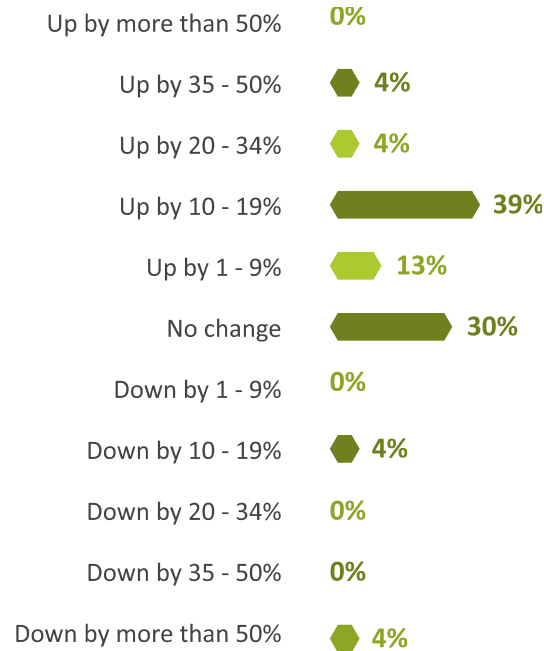
All survey responses should be provided for the period of April 1, 2019 – June 30, 2019 (second quarter). What was your gross revenue change for the second quarter of 2019 compared to the second quarter of 2018?



Gross Revenue Change | Resource Partners

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	3%	7%	13%	2%	3%	14%	6%	10%	4%
Up by 20 - 50%	38%	24%	19%	33%	24%	23%	17%	26%	18%
Up by 1 - 19%	38%	37%	37%	51%	42%	36%	42%	36%	52%
No change	10%	24%	25%	9%	21%	14%	26%	15%	22%
Down by 1 - 19%	7%	10%	4%	4%	6%	11%	9%	13%	4%
Down by 20 - 50%	0%	0%	2%	0%	5%	3%	0%	0%	0%
Down by more than 50%	3%	0%	0%	0%	0%	0%	0%	0%	0%

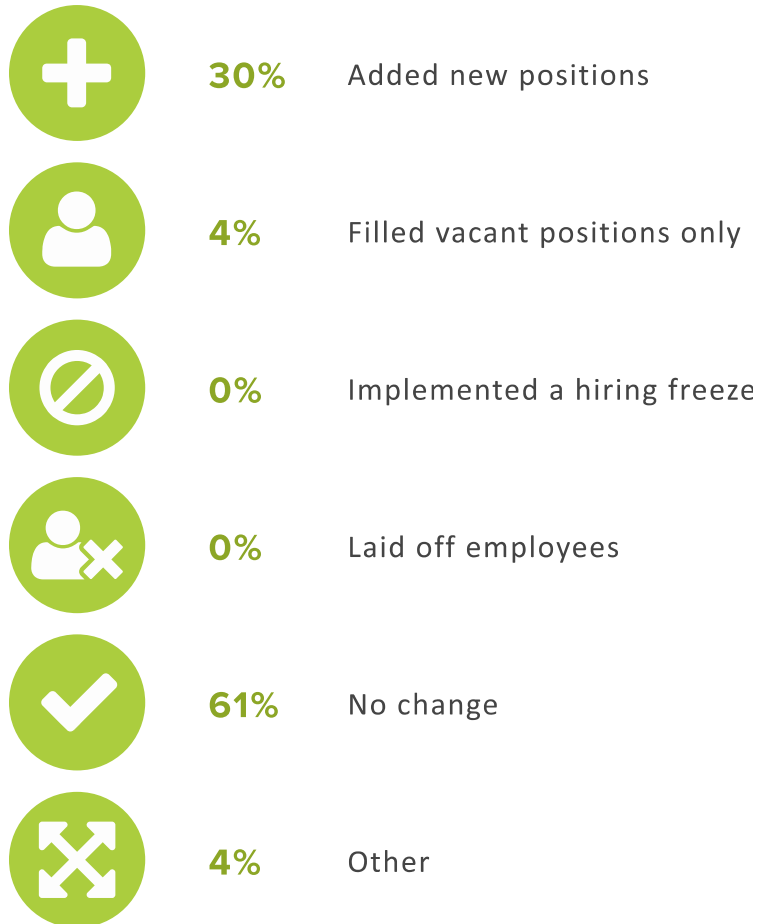
What was your profit change for the second quarter of 2019 compared to the second quarter of 2018?



Profit Change | Resource Partners

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2019	2nd Qtr 2019
Up by more than 50%	7%	6%	0%	7%	5%	8%	7%	5%	0%
Up by 20 - 50%	27%	17%	25%	12%	21%	17%	10%	18%	8%
Up by 1 - 19%	34%	40%	45%	51%	44%	45%	44%	41%	52%
No change	28%	29%	21%	23%	18%	19%	27%	18%	30%
Down by 1 - 19%	0%	9%	7%	7%	10%	11%	10%	15%	4%
Down by 20 - 50%	0%	0%	2%	0%	3%	0%	3%	0%	0%
Down by more than 50%	3%	0%	0%	0%	0%	0%	0%	3%	4%

Which of the following best describes your workforce changes for the first quarter of 2019?



Workforce Changes | Resource Partners

	2nd Qtr 2017	3rd Qtr 2017	4th Qtr 2017	1st Qtr 2018	2nd Qtr 2018	3rd Qtr 2018	4th Qtr 2018	1st Qtr 2018	2nd Qtr 2018
Added new positions	42%	45%	39%	39%	40%	26%	36%	33%	30%
Filled vacant positions only	6%	14%	23%	8%	14%	13%	5%	11%	4%
Implemented a hiring freeze	0%	2%	0%	5%	0%	3%	3%	0%	0%
Laid off employees	2%	4%	2%	0%	3%	3%	5%	6%	0%
No change	49%	30%	36%	49%	43%	52%	46%	50%	60%
Other	2%	5%	0%	0%	0%	3%	5%	0%	4%

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 2019 compared to the second quarter of 2018?



Up more than 15%	30%
Up 1 - 15%	39%
No Change	22%
Down 1 - 15%	9%
Down more than 15%	0%



Up more than 15%	13%
Up 1 - 15%	44%
No Change	39%
Down 1 - 15%	4%
Down more than 15%	0%



Up more than 15%	0%
Up 1 - 15%	0%
No Change	95%
Down 1 - 15%	5%
Down more than 15%	0%



Up more than 15%	5%
Up 1 - 15%	27%
No Change	68%
Down 1 - 15%	0%
Down more than 15%	0%

Respondents were to describe new products or services their company launched during the second quarter. A *sampling of responses can be found below.*

- Our company launched a new skincare product, ReadyMedical, to enhance the results of treatments using various aesthetic devices.
- RAD Roller has now created a 3-pack of our famous Micro-Round. The favorite tool for estheticians, desk jockeys, massage therapists, and texting-extraordinaires is now sold in threes. One for the desk, one for the car, and one to give to a friend. Reduce tension and tightness in jaw, temple, cheek bones, and hands by compressing and massaging with these bad boys. Stuck in traffic? Perfect time for a mini-facial! Been swiping right to find a hot date? Take a break and massage those thumbs and hands! Check out the RAD Mini Rounds!
- Sonoma Lavender has added new luxurious throws and has re-branded so all of our bath & body packaging, and company marketing has a new, fresh and very clean look and feel with wellness in mind.
- We launched a new software system. We broke ground on our first senior living build.
- We launched the Dazzle Dry Freedom Collection in June for our customers to wear on July 4th - three new colors called Love (a full coverage true red creme), Purity (semi-sheer white elegant shimmer) and Justice (full coverage navy blue with sparkling blue highlights).