



SNAPSHOT SURVEY

QUARTERLY PERFORMANCE

RESULTS REPORT | **APRIL 2023**

QUARTERLY PERFORMANCE

The April 2023 ISPA Snapshot Survey asked respondents to share details about their spa or company's first quarter performance (January 1, 2023 – March 31, 2023) compared to the first quarter of 2022. The results reported in this quarterly performance survey illustrates that the spa industry is still moving in a great direction post pandemic, but there is still a lot of focus on retaining employees and keeping them from burnout.

Compared to the same period in 2022, 74 percent of spas surveyed reported an increase in first quarter revenue. Complementarily, 70 percent of spa respondents reported an increase in profits. Just over 30 percent saw profit increases exceeding 20 percent compared to the prior first quarter profits. Spa visits were up for 70 percent of respondents.

Staffing continues to be a challenge, however, 43 percent of respondents added new positions and 34 percent filled vacant positions. In addition, 60 percent of respondents added a new treatment to their spa menu, and 52 percent added a new brand or product line to their retail lineup. Of our respondents, 18 percent of spas reported on average retail revenue per treatment of more than \$25.

When asked to describe any practices or initiatives their company had in place to help reduce burnout and stress among employees, responses included, 3-day and 4-day work weeks, complimentary treatments, engaging with team members more often, flexibility, comprehensive wellness programs, team building activities, additional PTO days, wellness goals, and work-life balance, to name a few.

Compared to the same period in 2022, 72 percent of resource partners reported an increase in fourth quarter revenue. In addition, resource partner respondents (27 percent) reported their profits were up by 20 percent or more, while 49 percent added new positions. Compared to the first quarter of 2022, 18 percent of resource partners had the number of new accounts increase by more than 15 percent.

The results analysis of this survey includes answers from all 328 ISPA members who completed the April Snapshot Survey from January 1, 2023, to March 31, 2023.

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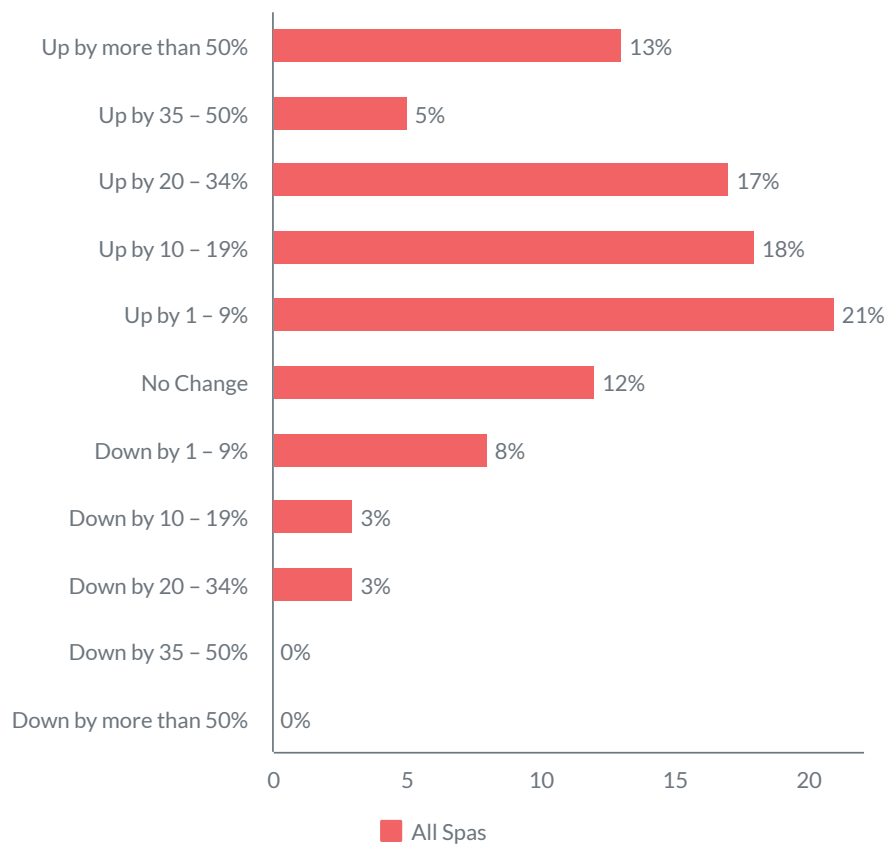
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What was your gross revenue change for the first quarter of 2023 compared to the first quarter of 2022?

GROSS REVENUE CHANGES



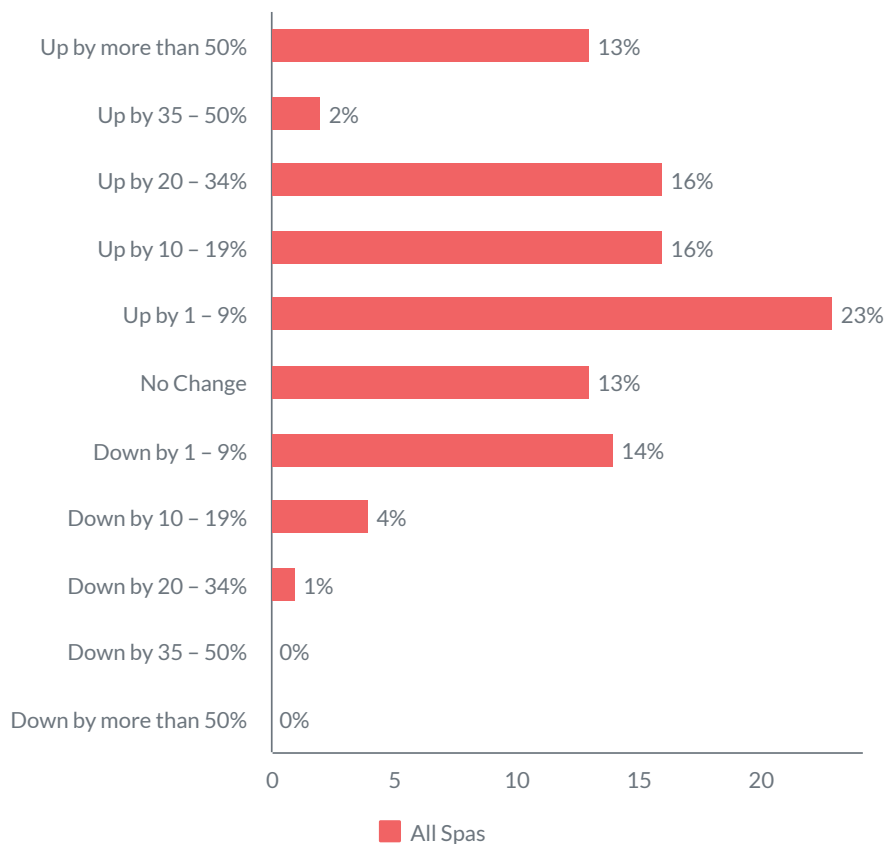
Gross Revenue Change | ALL SPAS

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Up by more than 50%	0%	53%	10%	20%	24%	5%	8%	9%	13%
Up by 20-50%	9%	22%	44%	30%	39%	39%	23%	28%	22%
Up by 1-19%	20%	9%	33%	27%	26%	36%	48%	45%	39%
No change	2%	4%	3%	4%	4%	10%	8%	5%	12%
Down by 1-19%	20%	2%	0%	2%	4%	9%	12%	12%	11%
Down by 20-50%	38%	6%	7%	6%	3%	0%	3%	1%	3%
Down by more than 50%	12%	2%	2%	0%	0%	0%	0%	0%	0%



What was your profit change for the first quarter of 2023 compared to the first quarter of 2022?

PROFIT CHANGE



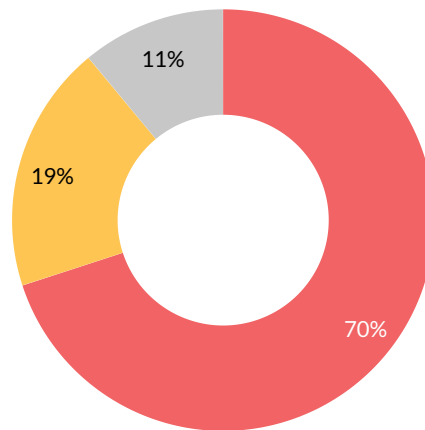
Profit Change | ALL SPAS

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Up by more than 50%	9%	42%	4%	19%	18%	4%	7%	10%	13%
Up by 20-50%	17%	22%	44%	34%	34%	23%	20%	18%	18%
Up by 1-19%	31%	20%	40%	28%	37%	43%	45%	44%	39%
No change	2%	7%	5%	8%	7%	15%	9%	12%	13%
Down by 1-19%	15%	2%	2%	7%	2%	14%	17%	14%	18%
Down by 20-50%	17%	2%	6%	4%	1%	0%	2%	2%	1%
Down by more than 50%	11%	4%	0%	0%	1%	0%	0%	0%	0%



How did your number of spa visits change for the first quarter of 2023 compared to the first quarter of 2022?

CHANGE IN SPA VISITS



■ Spa visits were up (70%)
 ■ Spa visits were down (19%)
 ■ No change (11%)

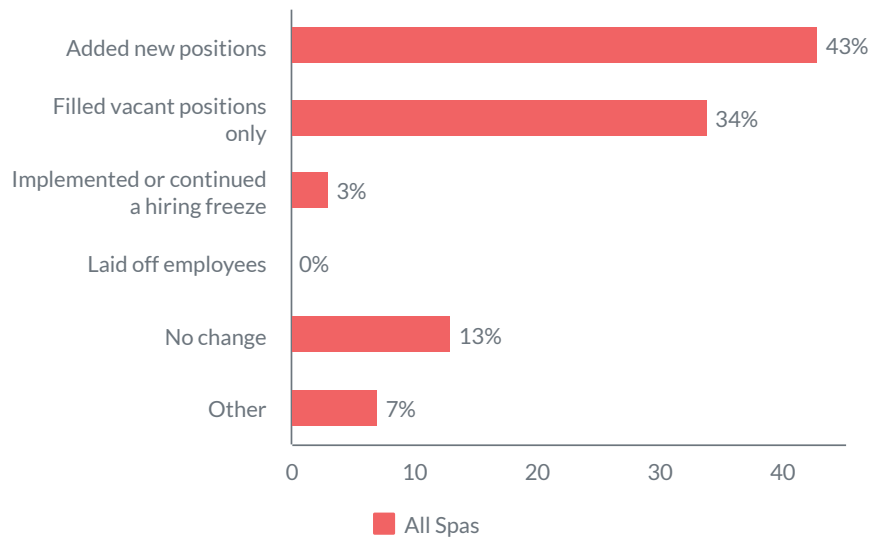
Change in Spa Visits | ALL SPAS

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Spa visits were up	27%	89%	92%	87%	92%	73%	62%	75%	70%
Spa visits were down	69%	9%	5%	9%	5%	17%	18%	17%	19%
No change	4%	2%	3%	4%	3%	10%	19%	8%	11%



Which of the following best describes your workforce changes for the first quarter of 2023?

WORKFORCE CHANGES



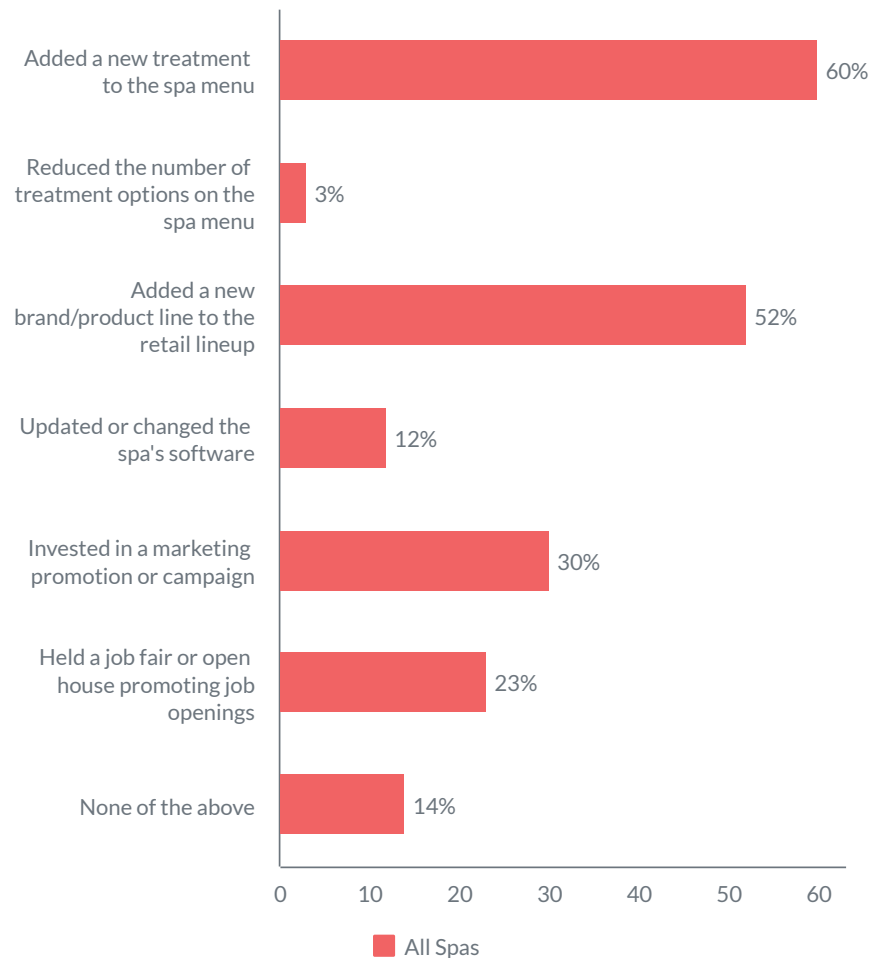
Workforce Changes | ALL SPAS

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Added new positions	13%	29%	39%	39%	39%	27%	27%	38%	43%
Filled vacant positions only	38%	40%	44%	33%	36%	58%	42%	40%	34%
Implemented a hiring freeze	6%	2%	0%	1%	1%	0%	3%	1%	3%
Laid off employees	7%	2%	0%	1%	0%	0%	4%	0%	0%
No change	23%	20%	14%	18%	17%	12%	17%	20%	13%
Other	13%	7%	3%	8%	6%	2%	8%	1%	7%



*Which of the following, if any, did your spa do during the first quarter?
Select all that apply.*

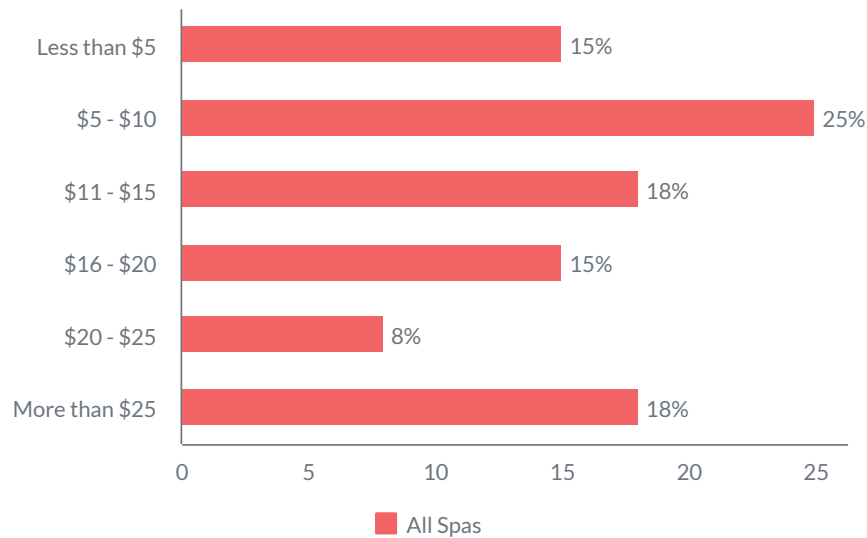
SPA ACTIVITIES DURING FIRST QUARTER





What was your spa's average retail revenue per treatment for the first quarter of 2023

AVERAGE RETAIL REVENUE PER TREATMENT



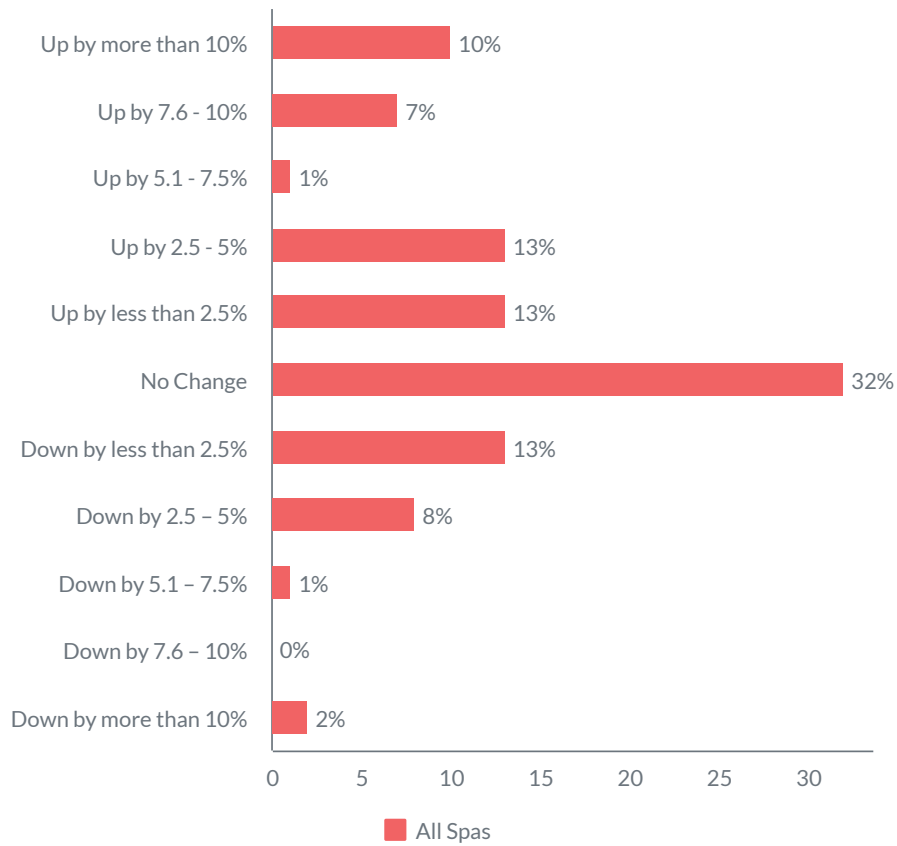
Average Retail Revenue Per Treatment | ALL SPAS

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Less than \$5	13%	15%	6%	9%	6%	6%	6%	9%	15%
\$5 - \$10	20%	18%	14%	19%	31%	19%	25%	16%	25%
\$11 - \$15	17%	15%	25%	20%	19%	23%	11%	22%	18%
\$16 - \$20	27%	26%	25%	26%	15%	15%	17%	14%	15%
\$20 - 25	5%	10%	18%	6%	7%	13%	17%	17%	8%
More than \$25	18%	15%	12%	21%	22%	25%	24%	23%	18%



What was your spa's change in retail revenue per treatment for the first quarter of 2023 in comparison to the first quarter of 2022?

CHANGES IN RETAIL REVENUE PER TREATMENT



Change in Retail Revenue Per Treatment | **ALL SPAS**

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Up by more than 10%	7%	36%	18%	24%	21%	15%	11%	13%	10%
Up by 7.6 - 10%	7%	5%	10%	3%	8%	8%	3%	7%	7%
Up by 5.1 - 7.5%	5%	10%	16%	16%	10%	6%	7%	13%	1%
Up by 2.5 - 5%	10%	13%	22%	17%	27%	23%	22%	18%	13%
Up by less than 2.5%	10%	18%	4%	13%	4%	9%	17%	12%	13%
No Change	15%	10%	20%	16%	18%	25%	25%	12%	32%
Down by less than 2.5%	12%	0%	4%	6%	6%	6%	7%	9%	13%
Down by 2.5 - 5%	15%	5%	4%	1%	0%	3%	1%	6%	8%
Down by 5.1 - 7.5%	3%	0%	0%	4%	1%	0%	4%	3%	1%
Down by 7.6 - 10%	3%	3%	4%	0%	0%	3%	3%	4%	0%
Down by more than 10%	13%	0%	0%	0%	4%	4%	4%	1%	2%



What do you consider to be your biggest hiring challenge at this time?

- A limited number of serious applicants due to the competitive labor market. Applicants will not show up to interviews.
- Accommodating part time only employees. New hires do not want full time.
- Applicants not the right fit for a luxury environment and there are fewer of them.
- Appropriately training new staff.
- At time our biggest challenge is local housing for team members. Our location is considered at destination for summer and has limited housing options.
- Availability.... Candidates have very limited availability and are not wanting to work Sundays or evenings.
- Biggest Hiring challenge is accommodating time off.
- Candidates that have a lack of schedule flexibility, lack of passion and lack of care and concern
- Communication between management, staff, and members
- Competition
- Dual Practitioners
- English level
- Experience at a luxury brand resort
- Filling leadership and support roles with qualified and experienced candidates.
- Finding good candidates
- Finding housing for them to live in.
- Finding licensed professionals with availability. They all have such limited availability you have to determine if they can offer the level of service needed to be in a luxury setting.
- Finding local talent who are multi skilled and certified.
- Finding qualified applicants who can also obtain an Oklahoma gaming license to be eligible for hire at our facility.
- Hair stylists are our biggest area of opportunity. Quality coordinators/reservationists.
- Having candidates show up for their scheduled interview.
- Having enough business to keep new hires on.
- Hiring licensed service providers
- Hiring experience therapists for a brand-new concept spa going into a busy season while working out of a small space. We were hired up in anticipation of our new facility being ready at holiday 2022.
- Hiring service providers and managing provider call outs.
- Hiring someone with a mentality of caring for others in a genuine way; someone with a want to be on social media to market themselves
- Housing prices in the region, lack of experienced staff.
- I'm sure other Spas are experiencing the struggle of finding massage therapists. At most spas massage is the #1 requested service, and we are definitely struggling with keeping up with the demand of requests.

- In Nashville we struggle with finding quality spa attendants, the massage therapist are hard to get with experiences and that have Forbes 5 star and tenor
- Labor pool is small and has a shortage of nail technicians primarily.
- Less willingness to work full time or Saturdays (we are closed Sundays) and new graduates wanting jobs with ability to travel or take off short notice.
- Massage Therapists
- Nobody wants to be full time and many full times are burn out and are becoming part time
- Our location provides unique challenges for entry level positions.
- Our location, Springdale Utah is an hour away from St. George, this is were we pull our talent from. So very challenging in getting good people to travel 2 hours a day.
- Our Spa is 1099 contract providers, this is resulting in us finding providers that are willing to cover our needed time frames.
- Pay
- Providers are stabilizing after 2 years of turnover. Support staff (desk and locker) are very hard to keep. We just get them trained and they leave.
- Quality candidates for Massage Therapists
- Quality candidates interested in a spa career.
- Recruiting and retaining Massage Therapists and front desk staff
- Rural area and low/limited clientele
- The biggest challenge is finding people that are interested in the industry and understand the effort required to build a clientele - providers want to be busy without having to do the work.
- The biggest hiring challenge is applicants showing up for the interviews. Applicants receive a confirmation email along with a confirmation call.
- The massage schools in our city closed so we have a lack of massage licensed people in town
- Therapists are making significant money and have full schedules throughout the area. Being a new spa, we have not stabilized yet in terms of bookings per day. We still fluctuate a lot. Therapists pay expectations are not in alignment with our budgets
- There are not enough massage therapists entering the field as there was pre-COVID
- Unqualified candidates, uninterested and uninvested workers. Candidates do not want to work weekends or holidays. There is a huge shortage of massage therapist, estheticians, nail technicians and stylists.
- We are not having a hiring challenge this year.
- We have been extremely lucky with hiring and have not had challenges
- We need additional service providers to meet business demands but cannot guarantee work.



Please describe any practices or initiatives your company has in place to help reduce burnout and stress among employees.

- \$250 wellness credit
- 3-day work week. Changed to 12 hour shifts three days a week for each employee. That way the employee has 3 days at work and 4 days off work but still are able to make full-time hours.
- 4-day work week
- Added a relax room, added a more robust employee activity calendar
- Allow trades, give out snacks and PTO days
- Allowing our staff to utilize the amenities once a month.
- At 1 Hotels we offer staff activations every month that involve many different aspects: Yoga, Meditation, juice bar tasting , ice cream social. We do a monthly charity event that helps the community. And we have healthy snack and fruit and no soda in our cafeteria
- Awareness initiatives, Employee assistance program available 24/7, PTO.
- Be more flexible to personal needs. Allow “exceptions” to “the rule” Being more accommodating to schedules/availability that works for service providers rather than just the needs of the spa.
- Companywide we have a program called the Smile Card Program, and we use cards to recognize employees that go above and beyond and assist anyway they can; our human resource department pulls a handful of winners that can win a variety of resort wide prizes. We also host employee appreciation lunches and golf outings quarterly that employees can take part of. Within the spa I am very aware of creating a work life balance and urge my employees to make sure they are getting time to recharge. I also let the providers trade services after if there is down time or after hours.
- Complimentary treatments after certain number of hours worked. Free employee lunch program. Flexible schedules. We frequently display different wellness tips in employee lounge and encourage self-care.
- Comprehensive wellness program that promotes education on a variety of wellness topics including stress management techniques, the benefits of sleep, good nutrition, and the benefits of exercise.
- During our monthly coaching sessions with service providers, we address fatigue and burnout. We encourage staff to use paid time off.
- Employee certificates for services, free employee bath night, opportunity to join monthly meditation, staff entertainment options (ie. Evening gatherings)
- Engaging with each team member more often to understand how they are doing and to see how I can support them better
- Flexible schedule. Variety of menu options. Not doing the same thing every session.
- Free monthly services for front desk staff. Request off system for estheticians and massage therapists.
- Fun quarterly team meetings with games/prizes.
- Great flexibility
- Hire more people and schedule in advance different shift.

- ISPA conference!
- Looking for any ideas!
- More flexible scheduling, 4-day work weeks and a team member wellness program.
- Not denying time off requests, when given appropriate notice.
- Offered complimentary spa treatments to staff, adjust schedules when needed, when we have a slow day, we call off employees to have the day off and management covers what we can
- On-Request only status for those who want to stay home and are under no obligation to work when clients are requesting services
- Our average work is now 27 hours.
- Our company does a lot for the employees. They just hosted a family Easter Egg Hunt with food trucks & giveaways & tons of eggs for the kids. They do an employee BINGO event each year where employees can win some amazing prizes. They are currently planning a summer event for the staff. And at least once per year they do an on-site event where they cater in meals and the management and executive staff serves the employees. Also, in each department, there is a budget for employee relations to allow the Management to do things for their staff to help keep them motivated. Just a few weeks ago during an all-staff meeting, I provided all of my team with \$50 Walmart gift cards, utilizing my employee relations budget.
- Our owner has put together coaching for all employees from an extremely good life coach, this has helped in a lot of areas including stress and burnout.
- Overall survey of all employees and implemented plans of action to increase their satisfaction. Also started servant leadership training for all managers.
- PTO use is encouraged during our slow times.
- Quarterly Team member recognition events, Free Calm App subscription, wellness programs for the team such as yoga, trainer etc.
- Recently hired a vice president of service to act as support for each practice as well as provide feedback to corporate to help communicate and accommodate to their needs if needed.
- Recognized employees on National Employee Day with signage & a gift card to a local cafe, Offered 2nd Annual Employee Walking Challenge
- Reduced hours of operation, providers received one-hour breaks, reduced number of deep tissue services on providers.
- Reducing hours for those who want and need it.
- Retain them by letting them go part time. We have kept the 15 min. turnaround in addition to the 10 min. they used to have pre-COVID. Authorize all time off requests.
- Service trades, generous service discounts, access to spa amenities after hours upon request, PTO for full time employees, flexible schedules.
- Sleep on the Job program (offer 15 min. on the Somadome relaxation pod to reboot on the clock)
- Strongly recommended service swaps. Breaks for lunch and strong communication/ open door leadership.
- Support line for the staff, Healthy initiatives (weight loss challenges...)
- Team building, team outings, bringing in good food for lunches (not just Domino's pizza, but real delicious options). I also like to do prizes like gift cards or retail baskets that I put together for the team for contest of selling add-ons.

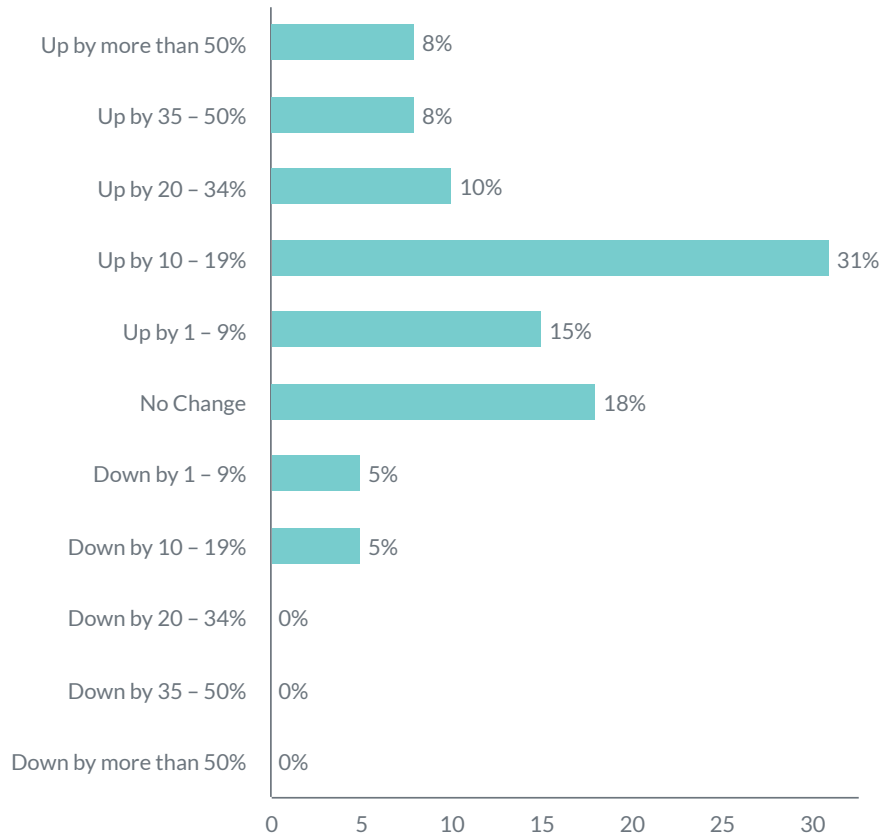
- Team member appreciation, quarterly meetings, celebrations.
- Team wellness offerings and encouraging our teams to take advantage of them.
- Team building, emotional intelligence courses, gunman resources support.
- The spa has created a recharge room for our spa team. This area contains fresh fruit, juices, healthy snacks and wellness collateral.
- Time off & work/life balance
- Treatment giveaways for exemplary service.
- Trust
- Unlimited PTO for full-time management.
- We allow our full-time front desk staff to get a free service every month and our service providers can trade services with each other. Our staff only works 4 days a week and we offer a variety of partial shifts and full shifts to them. They're allowed to take off whenever they want as long as they find coverage and we offer sick and vacation PTO. We also plan quarterly fun events for the staff.
- We allow our staff to use the spa amenities during the times the spa is closed to the public. Also creating new services or changing up the product in existing service. Keeping things fresh and new.
- We are offering flexible schedules to all of our therapists.
- We cut our hours of operation.
- We have implemented multiple ways for our team to have flexibility with their schedules. We do provide two paid rest breaks and an unpaid meal break. We honor most requests that are placed in advance for time off, we allow shift swaps within the same week, we allow emergency shift coverage, and use a randomizer to accommodate last minute requests when we have more team members requesting days off than we are able to release. We have hired a team of on call technicians that will help us honor more requests from our full and part time team members. We also implemented a "floater" program at the resort where team members can help out in multiple areas of the resort based on business needs and their availability.
- We have taken steps this year to really focus on staff wellness and scheduling smartly to avoid burnout. We have very generous Staff discounts so that spa services are VERY affordable. Our team birthday celebrations now include Spa Wellness Gift Certificate to use for a spa service.
- We have tried, but adding an initiative adds another thing to their plate - which does not feel like it is helping, it feels like more.
- We invite all of our employees to take ten-to-30-minute breaks as much as needed to meditate in our meditation garden or do a sound healing to calm and rejuvenate them. We work very hard to ensure our employees feel their best at all times.
- We offer burnout classes with a professional trainer. Offer shorter days when possible. Now offering employee yoga classes.
- We offer monthly events to assist with team building and allowing our employees to get out of work early. We are considering wellness chambers for our upcoming project.
- We offer the headspace app for free, offer wellness courses, run internal yoga classes, promote mental wellbeing and offer personal days if needed.

- We promote our Be Well Where You Work program that allows our team to use our facilities and participate in our guest programming at no cost (guests come first of course).
- We provide a flexible self-chosen schedule which we hire and build our schedule around.
- We try not to give more than 5 services per day per staff.
- We try to stick to a set schedule and do our best to approve as many times off requests as possible.
- We've always had longer recovery time for LMTs (20 minutes) and added more time for estheticians and nail technicians. We build custom schedules around personal, and family needs, and our front desk closely monitors bookings to ensure a good balance of treatment types and breaks per custom preferences. It adds extra stress for the administrative team to have this degree of customization, it's a hard balance.
- Wellness benefits for staff, monitor and schedule them for good work and not for burnout or overwork.
- Wellness goals reach = health saving account dollars, meditation apps, health fairs etc.
- Wellness Wednesdays with meditation and guided stretching and/or yoga. Healthier food options in the cafeteria.
- Work-life balance. I ensure team members get quality time off and time to spend for life enrichment and with loved ones.



What was your gross revenue change for the first quarter of 2023 compared to the first quarter of 2022?

GROSS REVENUE CHANGE



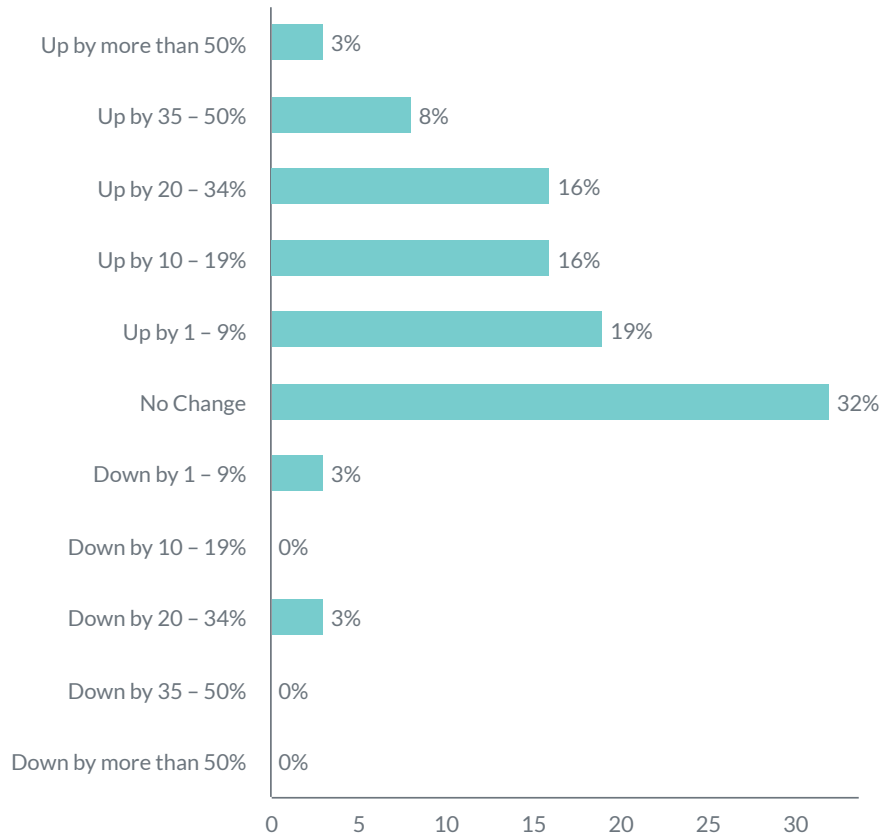
Gross Revenue Change | **RESOURCE PARTNERS**

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Up by more than 50%	5%	8%	20%	8%	8%	9%	4%	2%	8%
Up by 20-50%	22%	38%	33%	33%	32%	28%	67%	37%	18%
Up by 1-19%	22%	24%	35%	38%	42%	47%	18%	42%	46%
No change	5%	4%	8%	15%	10%	11%	4%	17%	18%
Down by 1-19%	19%	20%	5%	5%	6%	4%	8%	0%	10%
Down by 20-50%	22%	8%	0%	0%	2%	2%	0%	2%	0%
Down by more than 50%	5%	0%	0%	3%	0%	0%	0%	0%	0%



What was your profit change for the first quarter of 2023 compared to the first quarter of 2022?

PROFIT CHANGE



Profit Change | RESOURCE PARTNERS

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Up by more than 50%	3%	8%	18%	5%	2%	7%	4%	6%	3%
Up by 20-50%	28%	19%	18%	22%	26%	24%	40%	19%	24%
Up by 1-19%	23%	34%	39%	38%	31%	41%	32%	54%	35%
No change	9%	23%	18%	22%	15%	15%	16%	17%	32%
Down by 1-19%	15%	16%	3%	11%	11%	9%	8%	2%	3%
Down by 20-50%	17%	0%	3%	0%	2%	4%	0%	2%	3%
Down by more than 50%	6%	0%	0%	3%	2%	0%	0%	0%	0%



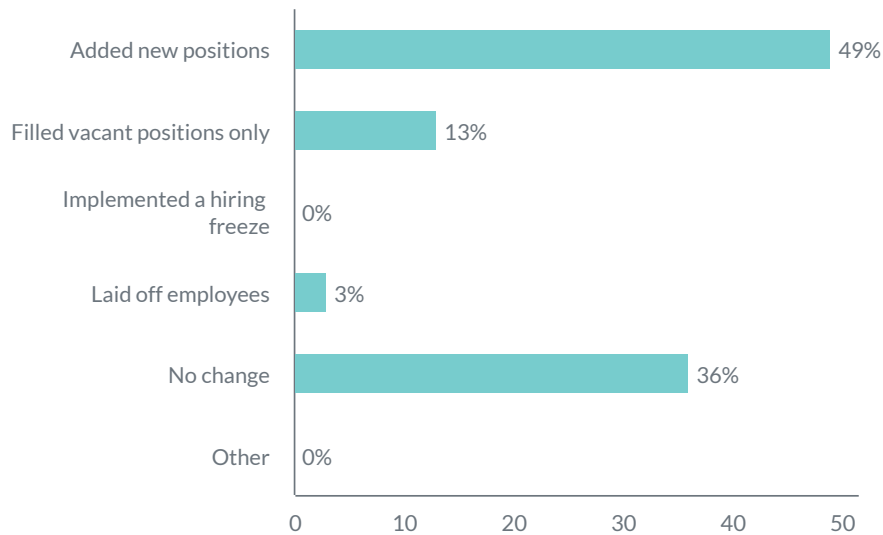
Please describe the new product(s) and or service(s) your company launched during the first quarter. This information will be shared with spas so please list your company name and specific product name within the response if you would like it included.

- A pillow mist and a Lemongrass infused shower mist.
- Cost of travel
- Down treatments for both men and women. The system is integrated into the cushioning system, eliminating the hard fixed cavity common among existing systems. With discrete, client controlled electronic adjustments, clients are able to tailor a luxuriously padded recess, ensuring maximum comfort and optimized spinal alignment.
- It also gives a Spa Director the freedom to allow guests to mix and match services that add up to one set price or allow for multiple services at different price points to be chosen. The system will then automatically configure when both services can take place reducing the number of clicks during a dual service booking.
- K Lawrence Collection introduced three new shapes of hand-blown glass in four different colorways. These have been received by the market extremely well and complement our concrete pieces.
- Living Earth Crafts is proud to introduce the Conforma Lux™ Adaptive Chest Comfort System, a new optional feature for its award-winning treatment tables. The Conform Lux's proprietary adaptive.
- Lola's Apothecary Euphoric Indulgence Fragrance Range, available in Body & Massage Oil, Body Soufflé & Body Polish initially.
- Lola's Apothecary Massage Candles - available across all of our fragrant ranges.
- One of the key features we launched during the first quarter was Enhanced Couples Booking. This feature allows clients to set a select price for any two services of their choice, in their system for a quick and easy way for a potential client to book two services simultaneously.
- Recess system (ARS™) creates an accommodating recess area that conforms to the unique shape of each individual, aiding in spinal alignment, reducing pressure points and chest discomfort during face.
- There is heightened interest on the part of retail brands seeking to enter the spa channel and needing guidance and strategic planning for launch in this distribution channel.
- We launched a new collection of beverages.
- We negotiated significantly lower shipping cost through our preferred carrier.
- We only sell one product. We introduce new colors of our packaging but mostly we just maintain quality and performance making us premium in our category.



Which of the following best describes your workforce changes for the first quarter of 2023?

WORKFORCE CHANGES



Workforce Changes | RESOURCE PARTNERS

	1st Qtr 2021	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023
Added new positions	44%	36%	50%	40%	43%	43%	43%	26%	49%
Filled vacant positions only	8%	24%	13%	15%	21%	17%	18%	17%	13%
Implemented a hiring freeze	-	-	-	-	-	-	-	2%	0%
Laid off employees	11%	0%	0%	3%	0%	2%	4%	8%	3%
No change	28%	36%	38%	40%	34%	37%	36%	47%	36%
Other	0%	0%	0%	3%	2%	0%	37%	0%	0%



What percent increase or decrease did you see in your number of new accounts, repeat clients, account closures and international accounts for the first quarter of 2023 compared to the first quarter of 2022?

CHANGE IN ACCOUNTS

	UP MORE THAN 15%	UP 1 - 15%	NO CHANGE	DOWN 1 - 15%	DOWN MORE THAN 15%
NUMBER OF NEW ACCOUNTS	18%	63%	16%	3%	0%
NUMBER OF REPEAT CLIENTS	20%	26%	43%	11%	0%
NUMBER OF ACCOUNT CLOSURES	3%	0%	77%	21%	0%
NUMBER OF INTERNATIONAL ACCOUNTS	9%	31%	59%	0%	0%

Discover **Return On Experience** solutions for **Spas**

With a comprehensive suite of integrated end-to-end solutions, Agilysys helps you deliver **Return On Experience (ROE)** at every hospitality touchpoint...creating happier customers, empowered staff and a healthier bottom line.

- ▶ **Delight Customers**
- ▶ **Retain Staff**
- ▶ **Grow Margins**


agilysys High Return Hospitality™

