



SNAPSHOT SURVEY

QUARTERLY
REPORT

RESULTS REPORT | **JULY 2023**

JULY SNAPSHOT SURVEY: QUARTERLY PERFORMANCE

The July 2023 ISPA Snapshot Survey asked respondents to share details about their spa or company's second quarter performance (April 1, 2023, through June 30, 2023) compared to the second quarter of 2022.

Compared to the same period in 2022, 67 percent of the spas surveyed reported an increase in second quarter revenue with 23 percent reporting their revenue had increased by 20 percent or more. Complementarily, 66 percent of spa respondents reported an increase in profits. Continuing in 2023 trends, spa visits were up for 49 percent of respondents.

In some areas staffing challenges seem to have eased, 60 percent noted they had hired a new employee and 53% added a new treatment to their menu. Additionally, 55 percent of respondents filled vacant positions.

Compared to the same period in 2022, 66 percent of resource partners reported an increase in second quarter revenue with 21 percent reporting their revenue had increased by 20 percent or more. In addition, resource partner respondent's (54 percent) reported their profits were up, and 21 percent noted their profits were up by 20 percent or more.

Compared to the second quarter of 2022, 17 percent of resource partners had the number of new accounts increase by more than 15 percent and 40 percent had added new positions.

The results analysis of this survey includes answers from all 293 ISPA members who completed the July Snapshot Survey from July 21, 2023, to July 31, 2023.

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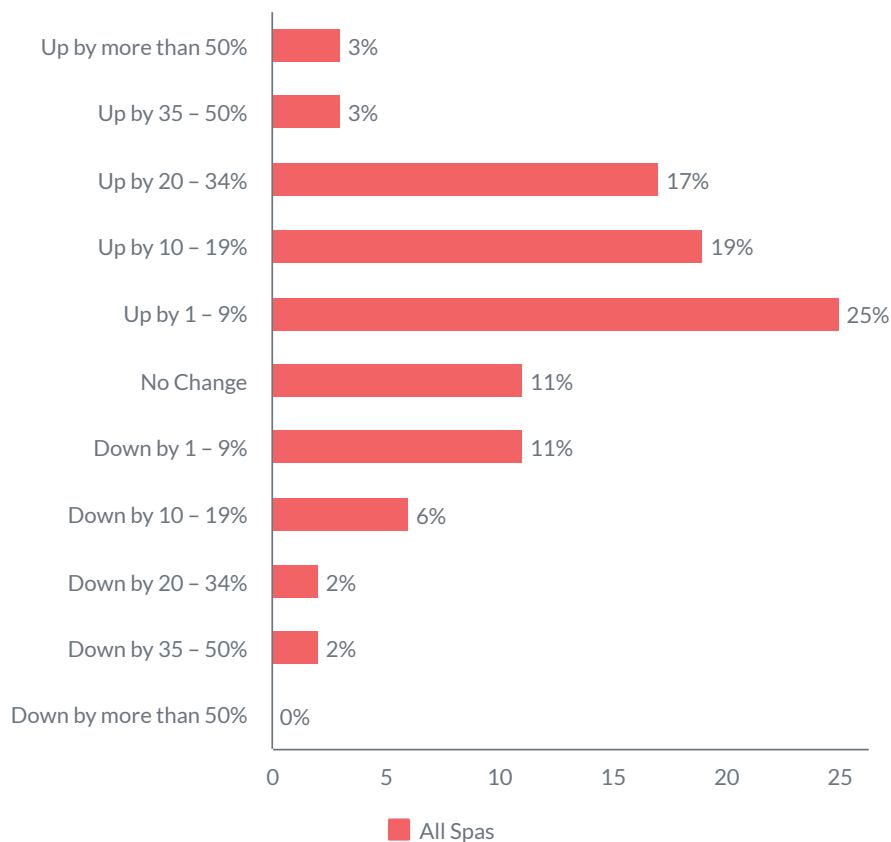
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What was your gross revenue change for the second quarter of 2023 compared to the second quarter of 2022?

GROSS REVENUE CHANGE



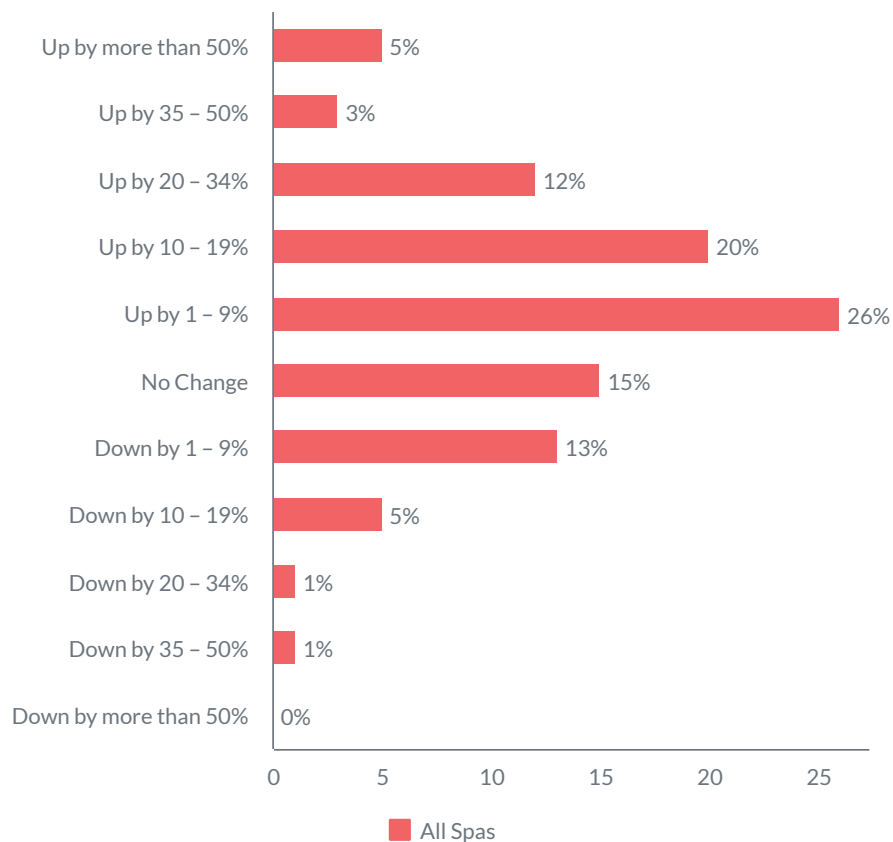
Gross Revenue Change | ALL SPAS

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Up by more than 50%	53%	10%	20%	24%	5%	8%	9%	13%	3%
Up by 20-50%	22%	44%	30%	39%	39%	23%	28%	22%	20%
Up by 1-19%	9%	33%	27%	26%	36%	48%	45%	39%	44%
No change	4%	3%	4%	4%	10%	8%	5%	12%	11%
Down by 1-19%	2%	0%	2%	4%	9%	12%	12%	11%	17%
Down by 20-50%	6%	7%	6%	3%	0%	3%	1%	3%	4%
Down by more than 50%	2%	2%	0%	0%	0%	0%	0%	0%	0%



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

PROFIT CHANGE



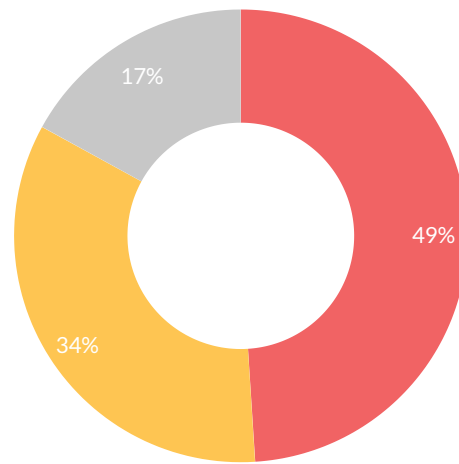
Profit Change | ALL SPAS

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Up by more than 50%	42%	4%	19%	18%	4%	7%	10%	13%	5%
Up by 20-50%	22%	44%	34%	34%	23%	20%	18%	18%	15%
Up by 1-19%	20%	40%	28%	37%	43%	45%	44%	39%	46%
No change	7%	5%	8%	7%	15%	9%	12%	13%	15%
Down by 1-19%	2%	2%	7%	2%	14%	17%	14%	18%	18%
Down by 20-50%	2%	6%	4%	1%	0%	2%	2%	1%	2%
Down by more than 50%	4%	0%	0%	1%	0%	0%	0%	0%	0%



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

CHANGE IN SPA VISITS



■ Spa visits were up (49%) ■ Spa visits were down (34%) ■ No change (17%)

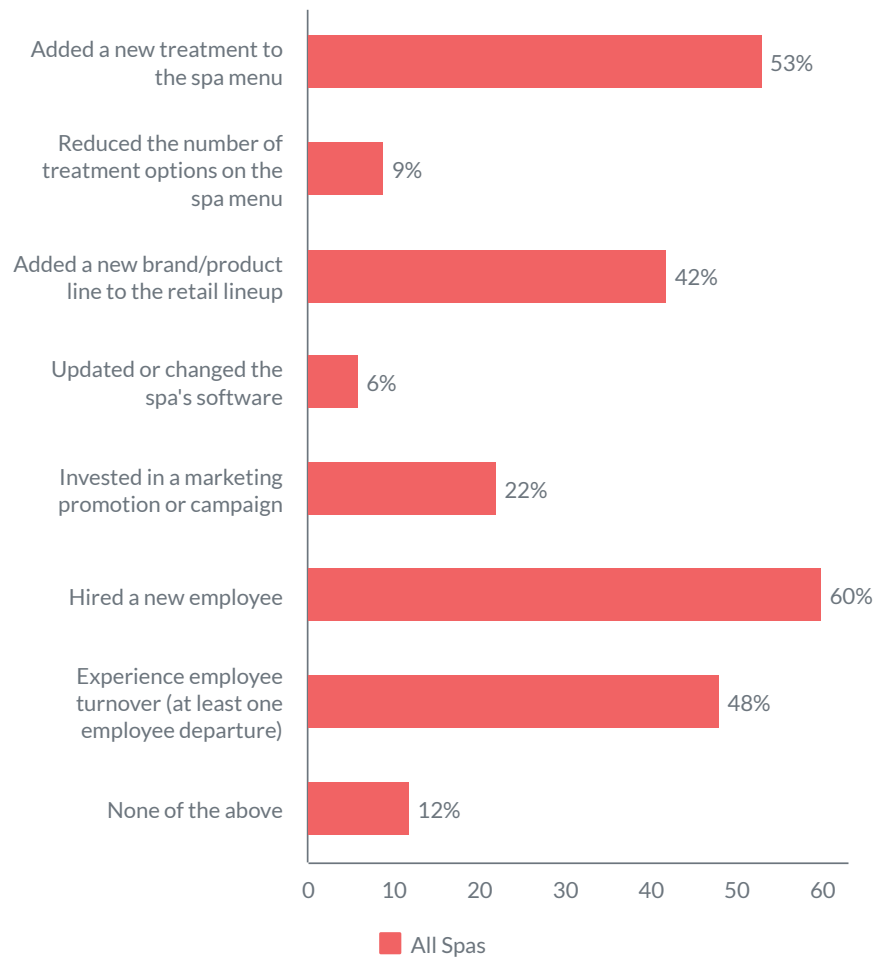
Change in Spa Visits | ALL SPAS

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Spa visits were up	89%	92%	87%	92%	73%	62%	75%	70%	49%
Spa visits were down	9%	5%	9%	5%	17%	18%	17%	19%	34%
No change	2%	3%	4%	3%	10%	19%	8%	11%	17%



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

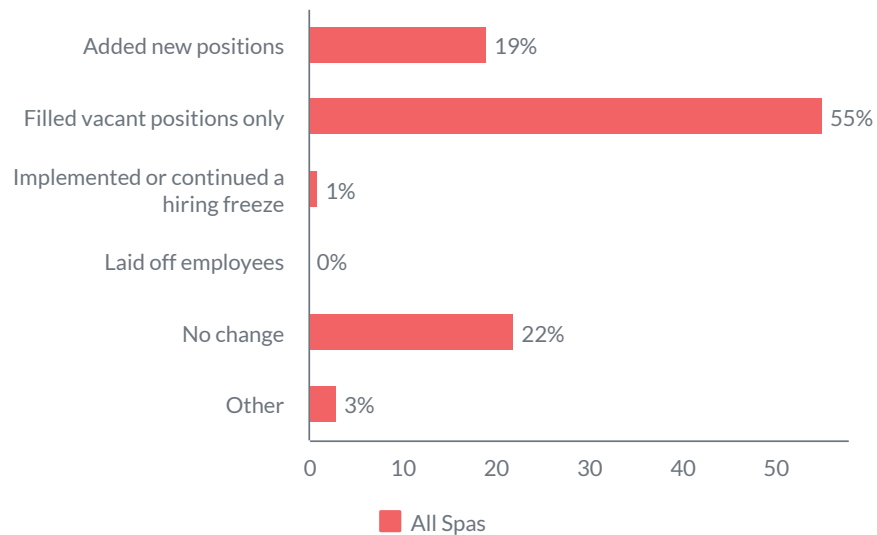
SPA ACTIVITIES DURING SECOND QUARTER





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

WORKFORCE CHANGES



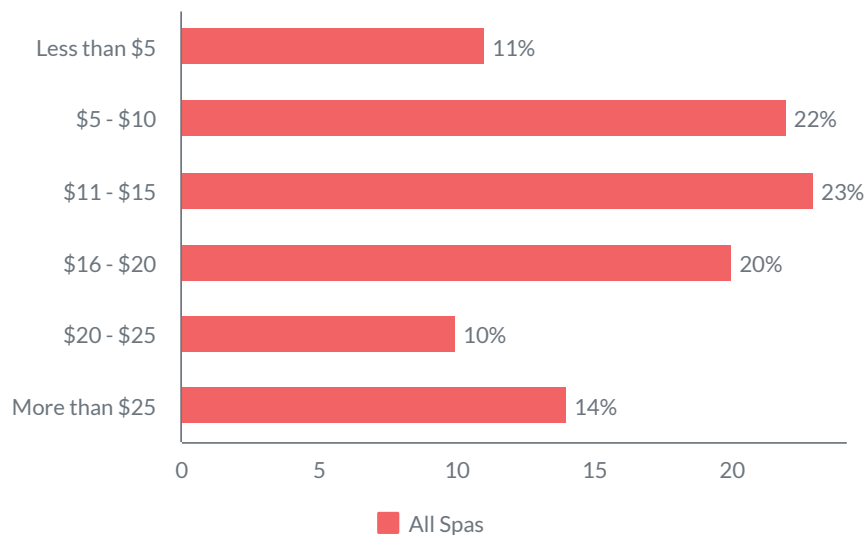
Workforce Changes | ALL SPAS

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Added new positions	29%	39%	39%	39%	27%	27%	38%	43%	19%
Filled vacant positions only	40%	44%	33%	36%	58%	42%	40%	34%	55%
Implemented a hiring freeze	2%	0%	1%	1%	0%	3%	1%	3%	1%
Laid off employees	2%	0%	1%	0%	0%	4%	0%	0%	0%
No change	20%	14%	18%	17%	12%	17%	20%	13%	22%
Other	7%	3%	8%	6%	2%	8%	1%	7%	3%



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

AVERAGE RETAIL REVENUE PER TREATMENT



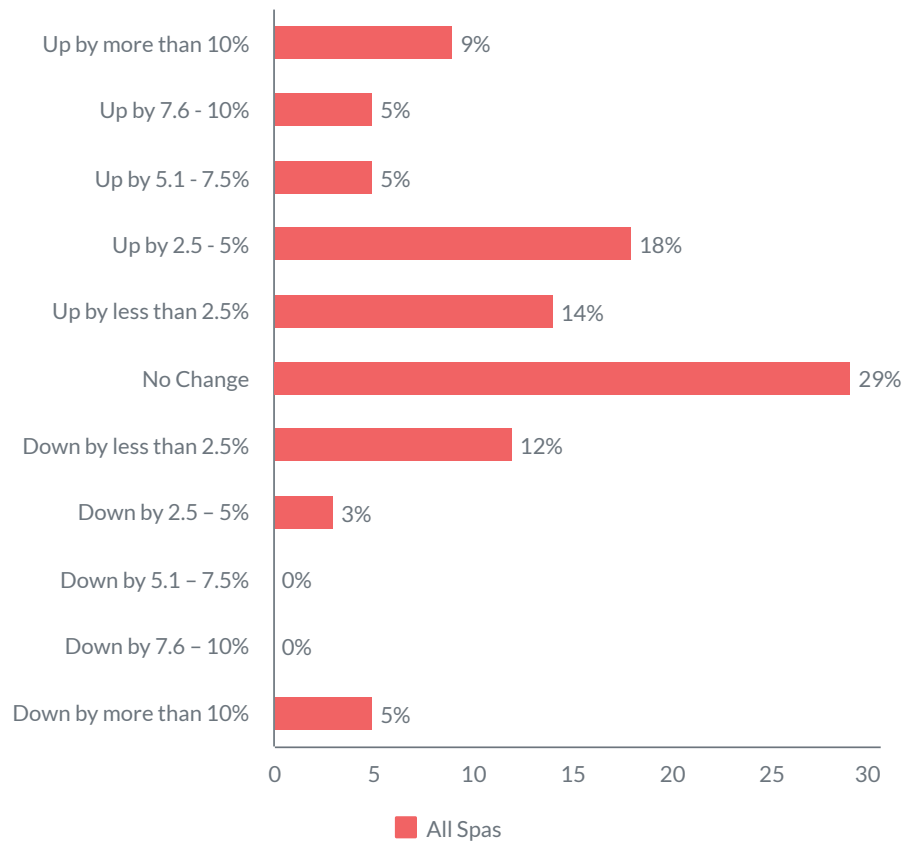
Average Retail Revenue Per Treatment | ALL SPAS

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



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

CHANGE IN RETAIL REVENUE PER TREATMENT



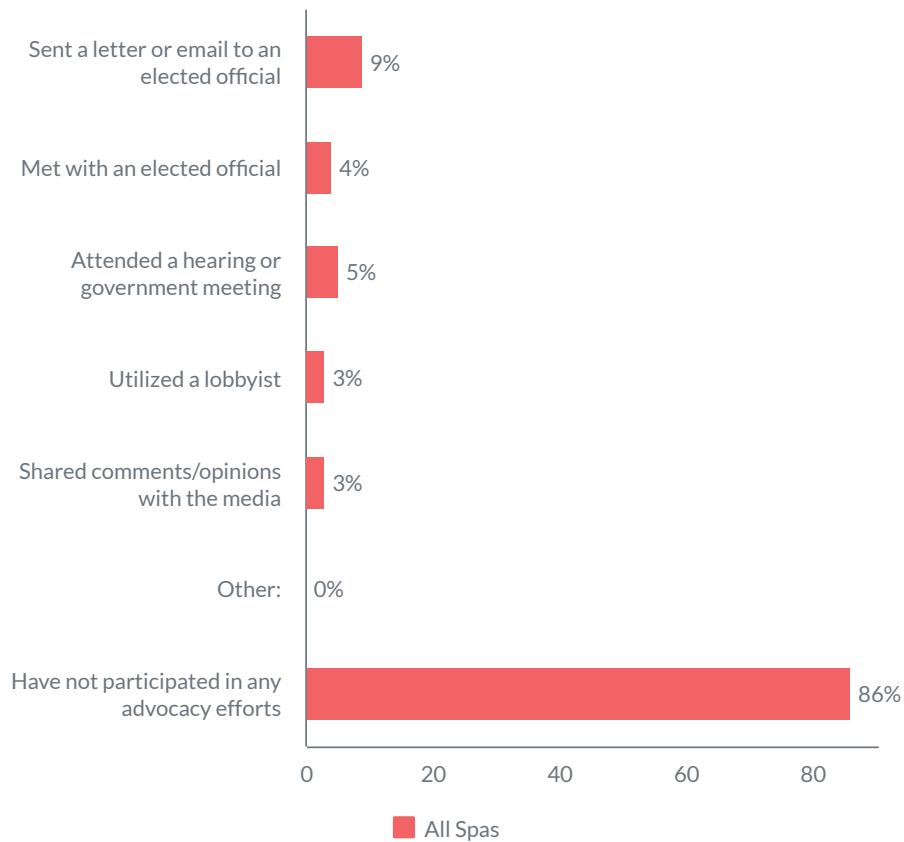
Change in Retail Revenue Per Treatment | **ALL SPAS**

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Up by more than 10%	36%	18%	24%	21%	15%	11%	13%	10%	9%
Up by 7.6 - 10%	5%	10%	3%	8%	8%	3%	7%	7%	5%
Up by 5.1 - 7.5%	10%	16%	16%	10%	6%	7%	13%	1%	5%
Up by 2.5 - 5%	13%	22%	17%	27%	23%	22%	18%	13%	18%
Up by less than 2.5%	18%	4%	13%	4%	9%	17%	12%	13%	14%
No Change	10%	20%	16%	18%	25%	25%	12%	32%	29%
Down by less than 2.5%	0%	4%	6%	6%	6%	7%	9%	13%	12%
Down by 2.5 - 5%	5%	4%	1%	0%	3%	1%	6%	8%	3%
Down by 5.1 - 7.5%	0%	0%	4%	1%	0%	4%	3%	1%	0%
Down by 7.6 - 10%	3%	4%	0%	0%	3%	3%	4%	0%	0%
Down by more than 10%	0%	0%	0%	4%	4%	4%	1%	2%	5%



Which of the following advocacy efforts, if any, has your business participated in within the past year to express support or opposition to a legislation, governing rules, etc.?

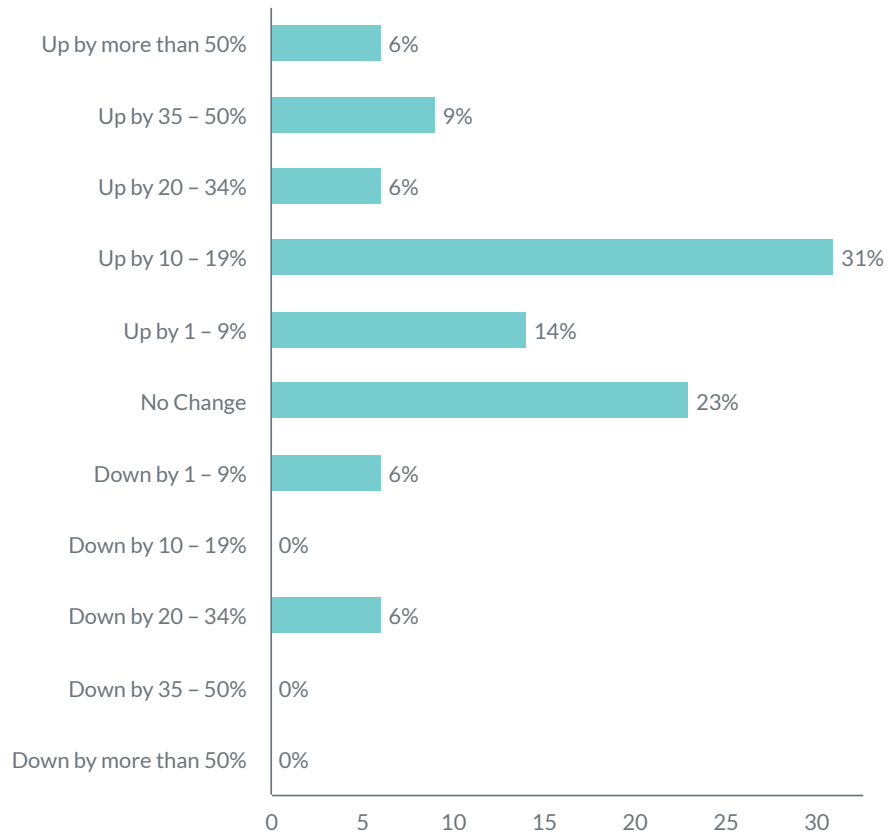
ADVOCACY EFFORTS PARTICIPATED IN





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

GROSS REVENUE CHANGE



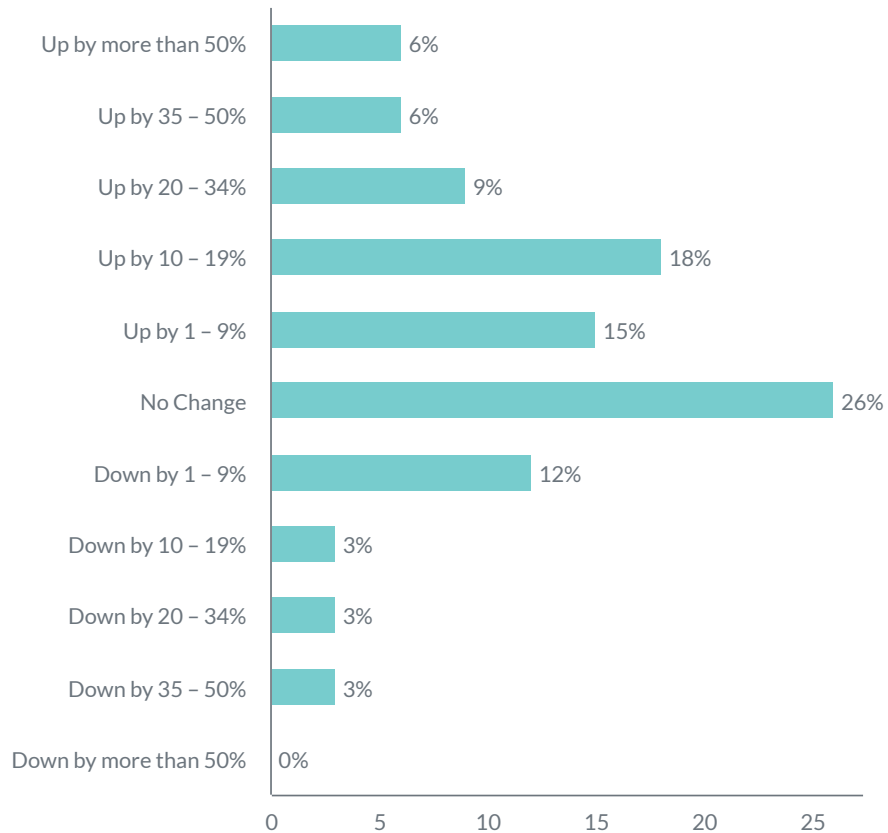
Gross Revenue Change | **RESOURCE PARTNERS**

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Up by more than 50%	8%	20%	8%	8%	9%	4%	2%	8%	6%
Up by 20-50%	38%	33%	33%	32%	28%	67%	37%	18%	15%
Up by 1-19%	24%	35%	38%	42%	47%	18%	42%	46%	45%
No change	4%	8%	15%	10%	11%	4%	17%	18%	23%
Down by 1-19%	20%	5%	5%	6%	4%	8%	0%	10%	6%
Down by 20-50%	8%	0%	0%	2%	2%	0%	2%	0%	6%
Down by more than 50%	0%	0%	3%	0%	0%	0%	0%	0%	0%



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

PROFIT CHANGE



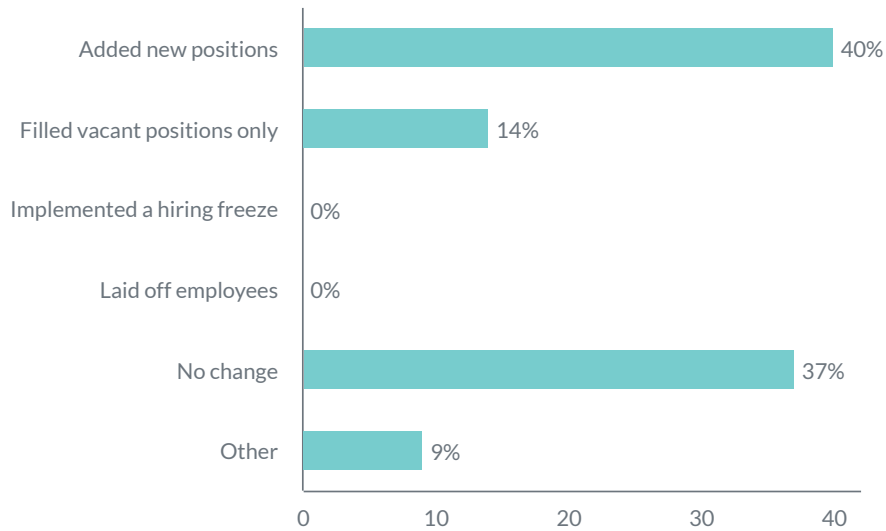
Profit Change | RESOURCE PARTNERS

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Up by more than 50%	8%	18%	5%	2%	7%	4%	6%	3%	6%
Up by 20-50%	19%	18%	22%	26%	24%	40%	19%	24%	15%
Up by 1-19%	34%	39%	38%	31%	41%	32%	54%	35%	33%
No change	23%	18%	22%	15%	15%	16%	17%	32%	26%
Down by 1-19%	16%	3%	11%	11%	9%	8%	2%	3%	15%
Down by 20-50%	0%	3%	0%	2%	4%	0%	2%	3%	6%
Down by more than 50%	0%	0%	3%	2%	0%	0%	0%	0%	0%



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

WORKFORCE CHANGES



Workforce Changes | RESOURCE PARTNERS

	2nd Qtr 2021	3rd Qtr 2021	4th Qtr 2021	1st Qtr 2022	2nd Qtr 2022	3rd Qtr 2022	4th Qtr 2022	1st Qtr 2023	2nd Qtr 2023
Added new positions	36%	50%	40%	43%	43%	43%	26%	49%	40%
Filled vacant positions only	24%	13%	15%	21%	17%	18%	17%	13%	14%
Implemented a hiring freeze	-	-	-	-	-	-	2%	0%	0%
Laid off employees	0%	0%	3%	0%	2%	4%	8%	3%	0%
No change	36%	38%	40%	34%	37%	36%	47%	36%	37%
Other	0%	0%	3%	2%	0%	37%	0%	0%	9%



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 2023 compared to the second quarter of 2022?

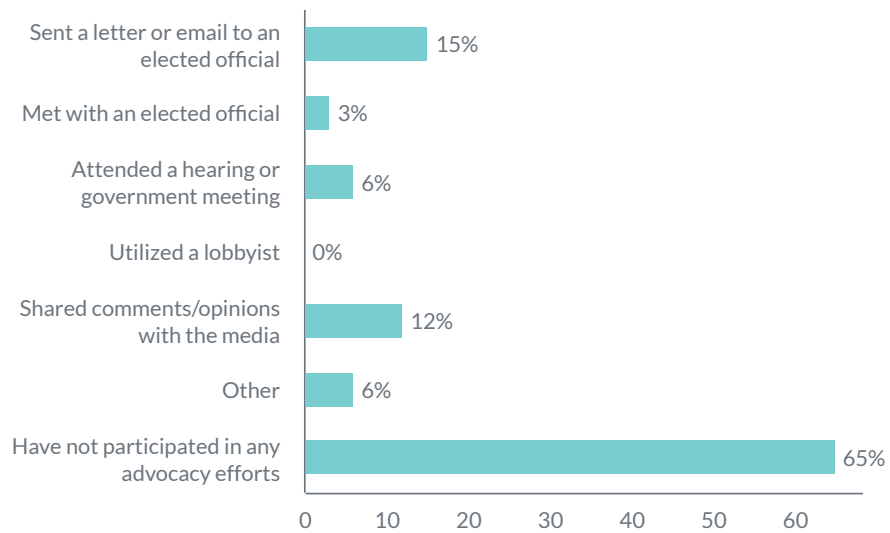
CHANGE IN ACCOUNTS

	UP MORE THAN 15%	UP 1 - 15%	NO CHANGE	DOWN 1 - 15%	DOWN MORE THAN 15%
NUMBER OF NEW ACCOUNTS	17%	70%	10%	3%	0%
NUMBER OF REPEAT CLIENTS	12%	27%	58%	4%	0%
NUMBER OF ACCOUNT CLOSURES	0%	12%	76%	12%	0%
NUMBER OF INTERNATIONAL ACCOUNTS	4%	32%	64%	0%	0%



Which of the following advocacy efforts, if any, has your business participated in within the past year to express support or opposition to a legislation, governing rules, etc.? Select all that apply.

ADVOCACY EFFORTS PARTICIPATED IN



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