

TOBA DAY SPA
"0" OCOTILLO RD
DESERT HOT SPRINGS, CA 92240

RECEIVED
PLANNING DEPARTMENT
J. Donahue
SEP 23 2019
CITY OF DESERT HOT
SPRINGS
CUP 07-18 Toba

City of Desert Hot Springs
Planning Department
Desert Hot Springs, CA 92240

TO WHOM IT MAY CONCERN:

This letter is to describe the Toba Day Spa Operating Procedures regarding typical schedules of employees, guests and use of parking lot:

During operating hours there will be one manager on site, who is responsible for taking reservations, checking in guests, and prepping treatment rooms between guests, as well as end-of shift chores which include laundry and room preparation.

Each manager shift approximately 6 hours and the same employee may also provide guest spa services during shifts where a manager is also a practitioner.

For spa services up to 3 rooms will be booked at a time. Reservations will be staggered so as guests arrive, they may use the facilities until their appointment time. Reservation time slots are 1.5 to 3 hours, depending on the services requested, with cleanup and preparation time between appointments.

Two rooms are for scrubs, massage, clay wrap and facials (wet rooms)
One room is for dry massage therapies
One room is for biofield sound treatments and massage/acupuncture

After operating hours are the housekeeping staff (2) and the grounds maintenance (1) shifts.

Non-member Guests who wish to use the day spa facilities and not purchase spa services will make appointments on line based on time of arrival, with limited appointments.

Membership Guests may use the facilities for 2 hour segments in accordance with their membership points by reserving an arrival time.

ROTATING SCHEDULE FOR EMPLOYEES & PRACTITIONERS:

JOB TITLE	TOTAL EMPLOYEES
SPA MANAGERS:	4 (2 shifts 5 days/week, 2 shifts, weekends)
PRACTITIONERS: up to	6 (facialist, massage therapists, acupuncture, sound therapy) (shifts by reservation)
MAINTENANCE/HOUSEKEEPING:	3 after hours 5 days/week, spa managers fill in
GENERAL MANAGER:	1 (works off site and on call)