

RICHVALSZKI
SPA CONSULTING

THE IMPORTANCE OF INDIVIDUALITY



RICHVALSZKI
SPA CONSULTING

Our professional experience on land and sea will be a valuable asset to your Company.

As a Spa Expert we share our 35 years of experience and knowledge in the hospitality and wellness industry.

By choosing our services you can save time and money by avoiding common mistakes and keeping your project and budget according to the schedule. Our team of hospitality professionals and therapists will help to provide the best possible service and medical spa program to a high service orientated business.



ZSERALDINA RICHVALSZKI

ECONOMIST IN BUSINESS ORGANIZATION

SPA EXPERT

When I founded Richvalszki Spa Consulting, my goal was to create a business that provides professional support based on 5-star operating experience to entrepreneurs in the wellness and hotel industry in this special area.

Over the past 20 years, I have found dedicated and highly knowledgeable professionals who contribute to the high-quality of our services and the creation of unique concepts.

I can proudly say that we create special solutions in every case. We find the breaking points, individual features, local characteristics that make the facility unique. Our credo remains the same: we believe in “the Importance of Individuality”

WHY US?

PRE – OPENING / PREMIUM SPA CONCEPT

SPA DEVELOPMENT

BRAND STANDARDS AND SERVICE PROTOCOLS

WELLNESS AREA CONCEPTUAL DESIGN

FUNCTIONAL AND TECHNICAL SPECIFICATIONS

UNIQUE SPA SERVICE SOLUTIONS

HIGH-END SERVICES / PRODUCTS

EXECUTIVE RECRUITMENT SUPPORT

PROJECT MANAGEMENT

CORPORATE MANAGEMENT





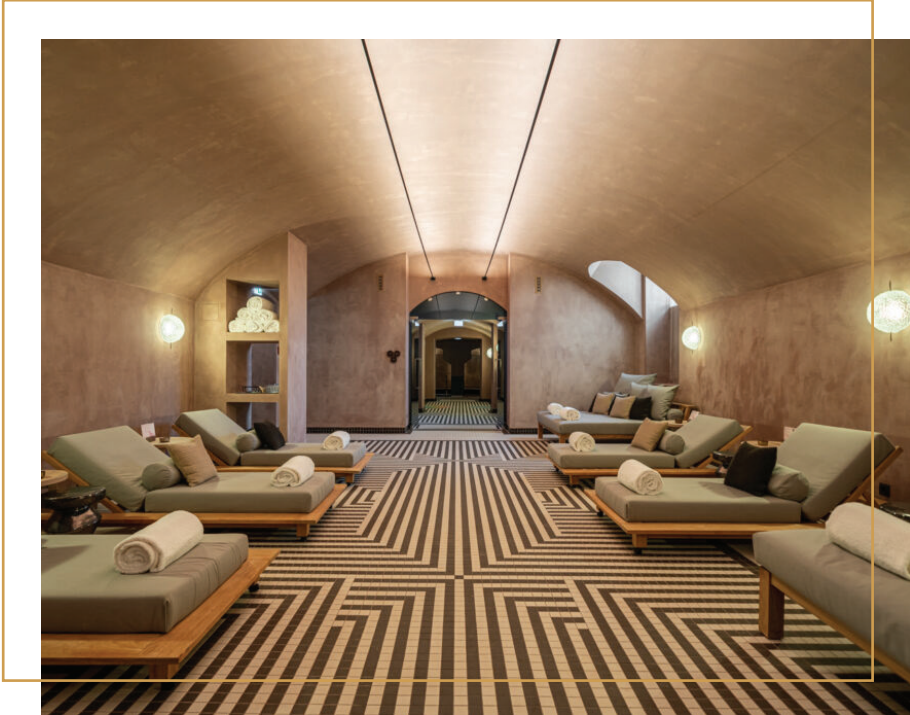
**SERVICE EXCELLENCE
TO EXCEED EXPECTATIONS**

Richvalszki Spa Consulting is a very flexible company, for each individual project we select the effective cooperating team of professionals. By this we can adjust and tailor our services to the Client and we can reduce the cost.

EXKLUSIVE SPA CONSULTING

SERVICES

Pre-, Re- és Post-opening
Spa Development
Spa Service Conception Design
Wellness Area Concept Design
S.O.P
Monitoring, Mystery Check, és Audit
Exclusive Spa Academy
Communication and Sales
Executive Spa Management
Worksite Wellness



SPA CONSULTING

From concept to grand opening, design to development, and passion to profit, we can provide as little or as much help you need.

SPA MANAGEMENT CONSULTANCY

For Hotel Operations. We can tailor a well structured program for your Hotel SPAs to reduce SPA Management cost, uplift and standardize your SPA services. These program elements are according to your company needs.

DEVELOPMENT CONSULTANCY

We can develop strategies and objectives to ensure the achievement for your Spa. We can create your spa menu, monthly offers and price list by developing new packages and treatments, or help you in transmogrification of the guest area.

PRE-OPENING AND PLANNING

PRE - OPENING | PLANNING

We will guide you through the key processes in turning your concept into reality. We create the service design, facility planning, provide all input and assistance to the planning phases. Operations and Systems Development includes SOP's, job descriptions and staff training manuals.

- TARGET IDENTIFICATION ■
- CONCEPTUAL PLANNING ■
- FUNCTIONAL AREA DEVELOPMENT ■
- SPA SERVICE DESIGN ■
- EQUIPMENTS, VENDORS, PRODUCT ■
- SPECIFICATION ■
- PROTOCOL STANDARDIZATION / SOP ■
- MANAGEMENT AND STAFF TRAINING ■
- PROVIDE SUPPORT IN RECRUITING ■
- PREPARATION FOR SOFT AND GRAND OPENING ■



CREATING THE PERFECT SPA MENU

We create your luxury SPA menu from the appropriate Beauty and SPA product and oil selection to the perfect offer. We have International retailer contracts for professionals all in one place offered with Worldwide delivery services for products, equipment and accessories.

To reach your vision Ms. Richvalszki goes to great lengths to ensure that all specific spa training and procedures blend perfectly with high quality of operation.

STANDARDIZATION

- 📄 CREATING S.O.P.
- 🌸 SERVICE & TREATMENT PROTOCOLLS
- 🔍 MYSTERY CHECK & AUDIT
- 🎓 STAFF TRAINING

CONCEPT & DEVELOPMENT

We create the concept that makes your business successful and unique. We prepare your staff for quality guest-centric services.

CONCEPT & DESIGN

We work with the Spa designer or architect chosen by the client. When you design your dream spa with your architect we share our experience with you to mind possible architectural mistakes, and help you to create functional areas. By choosing our services you can save time and money by avoiding common mistakes and keeps your project and budget according to the schedule.



STANDARDIZATION OPERATIONAL MANUAL | AUDIT

We develop the SPA operative operation step by step. We tailor the protocol of services and guest management to the strengths of your facility, and we record the processes in an operational manual. The learning period is followed by an exam, periodic inspection and mystery shopping.

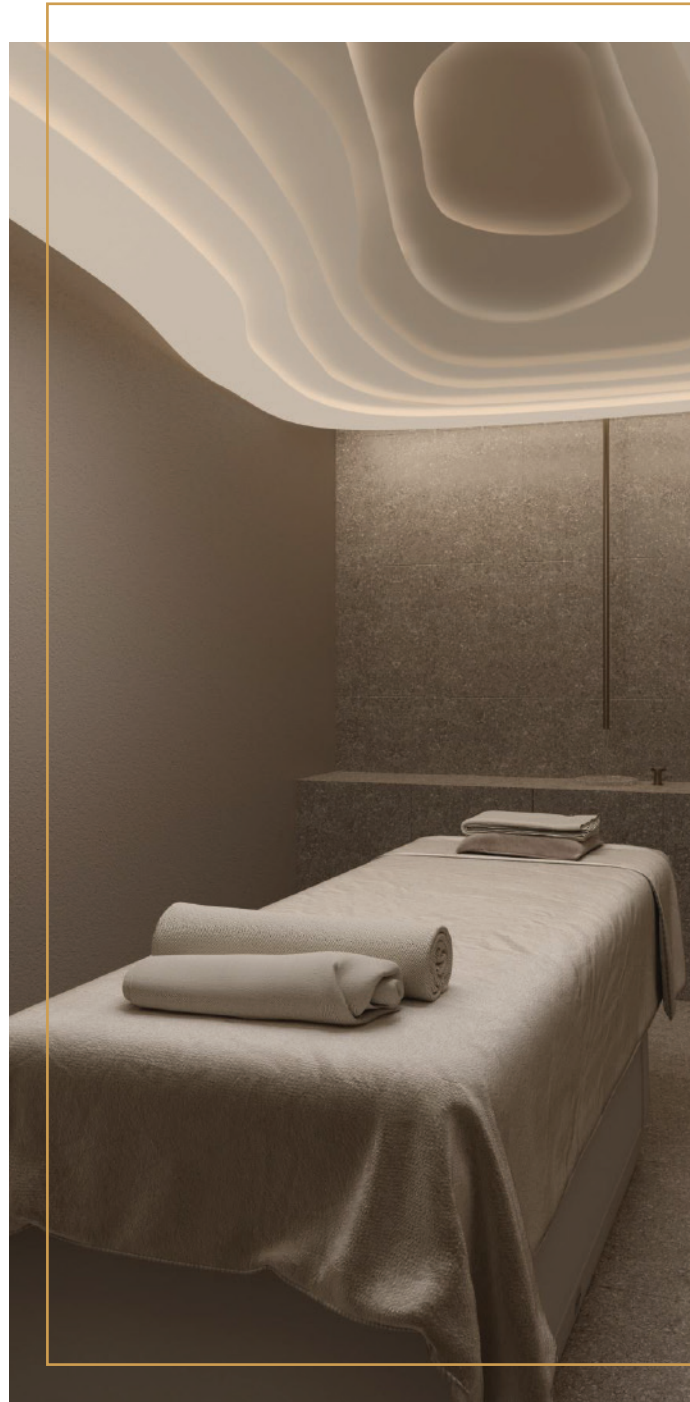


THE CREATION OF AN EXCELLENT WELLNESS HOTEL PROGRAM

Creating customized wellness hotel / lifestyle programs by the most sophisticated, state of art technology and alternative medicine trends.

Our aim is in creatinga unique preventive lifestyle programmes that we focus on the environment, the local culture, and folk traditions to promote longevity and healthy ageing. Our hotel concept will be unique and fundamentally different from other similar facilities.

**MEDICAL
WELLNESS**



SPA AKADÉMIA

Spa Akadémia was founded by Zseraldina Richvalszki in 2008.

All professional training programs are steadily updated to the latest trends and technologies involving the expertise of industry professionals and medical doctors.

Spa Akadémia's chic headquarter & training spa is based in the heart of Budapest, the world's spa capital.

All programs and services can also be thought at your location.



BESPOKE TRAINING PROGRAMS AND MASTERCLASSES

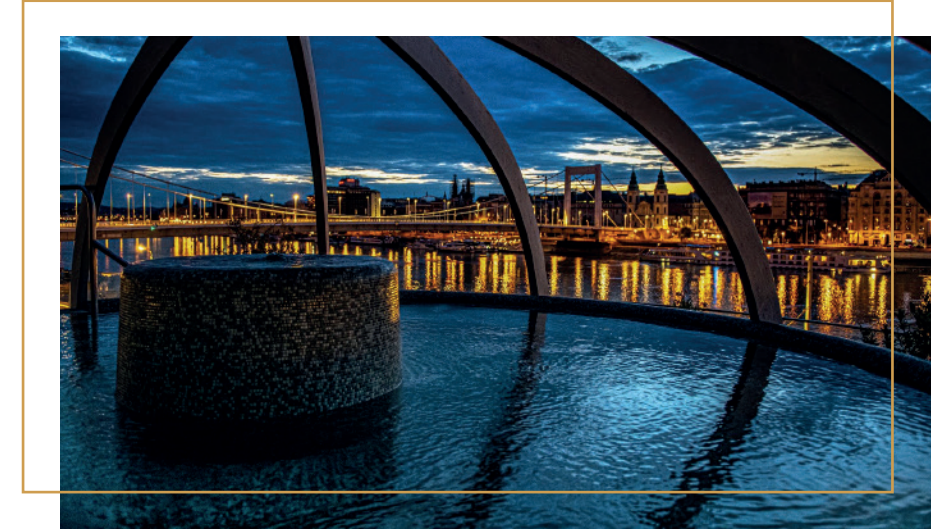
SPA AKADÉMIA'S UNIQUE TRAINING PROGRAMS AND MASTERCLASSES
ARE CREATED TO LEVEL UP YOUR SPA STAFF TECHNIQUES AND SOFT
SKILLS IN ORDER TO EXCEED YOUR GUEST'S EXPECTATIONS.

COMPETENCE TRAINING

5 star Customer Service | Soft Skills Development | WOW effect and business success |
Ultimate Upgrade in Spa Sales | Service Development | Personal Appearance & First
impression | Importance of Body language | Tactics of Selling Expensive Products
Business Communication | International Communication, Guest and Complaint Handling

HOTEL TRAINING PROGRAMS

Guaranteed increase of guest satisfaction | Over 20 years of spa operating and consulting experience | With the expertise of industry professionals and medical doctors to improve your service quality



SPA SERVICE EXCELLENCE

SPA RECEPTIONIST

HOTEL SPA THERAPIST

INTERNATIONAL SPA THERAPIST

HAMMAM SPA THERAPIST

AYURVEDIC SPA THERAPIST

ON-BOARD SPA THERAPIST

(MEDICAL) SPA/ HOTEL PROTOCOLS - SOP

GUEST JOURNEY DEVELOPMENT

EXCLUSIVE
SPA TRAININGS



OPERATION MANAGEMENT COURSES

HOTEL AND RESORT SPA OPERATION
THERMAL BATH / PUBLIC BATH OPERATION
MEDICAL WELLNESS / AESTHETICS OPERATION
CRUISE SHIP SPA MANAGEMENT
PREMIUM BEAUTY BRANDS MANAGEMENT

LEADERSHIP WORKSHOPS

Business management theory | Leadership theory | Wow Guest experience | 5 star service development | Importance of HR selection | Sales and communication

MASTERCLASSES

Spa business management | Business boost | From idea to business | Ultimate upgrade in spa sales | Branding & networking | Instagram and social media

LIFESTYLE

LIFESTYLE WORKSHOPS

Thematic events, dedicated experts guidance and support to those interested in the wellness lifestyle.



LONGEVITY
VEGAN COOKING
NATURCOSMETICS
ADHD NUTRITION
HEALTHY PLATE FOR ME
YOGA AS LIFESTYLE
OUR DAILY MANTRAS
MY HAIR SPA
HORMONES

ALL IN ONE PLACE!

Exclusive spa products (over 50 brands)

Professional VR experience (customized)

Professional Spa Accessories and Equipments

Hydromassage and Recreational Pools

Thermal and Salt Pool

Endless pool & Jacuzzis

Exclusive Saunas (Finnish, Infrared, Salt)

Heat-, Roman-, Steam Baths

Hammam

Ice Room

Premium In- and Outdoor Furniture

Premium Quality Plastic Glassware

Beauty High Tech Innovative Tools



MEDICAL SPA / THERMAL BATH / HEALTH INSTITUTE

Gyergyoremete Hotel (Wellness Area Planning – Concept Development – Construction Consulting) / Lepence Thermal Bath (Thematic Thermal Bath Concept) / Mandala Spiritual Bath (Grand Opening Event) / Budapest Spas (Thermal Bath Service Development) / Szechenyi Thermal Bath (Private Spa Development) / Csillaghegy Thermal Bath (Kids Area Concept) / Quintess Health Institute (Operations Management) / Quintess MEDISPA (Pre Opening)

HOTEL SPA / DAY SPA

ENSO Day Spa (Pre Opening – Concept Development) / Botaniq Castle Hotel (Hotel Spa Development) / Grand Hotel Tokaj (Adult Spa Planning) / BalaLand Hotel (Luxury Spa – Family Resort Planning) / Bambara Hotel (Hotel Spa Menu Design) / Shiraz Hotel (Hotel Spa Menu Design) / Mandala Day Spa (Operational Management) / Nadas Pihenopark Hotel (Kid Wellness Area Development) / Hotel Tisza Balneum (Hotel Spa Service Design – Hotel Service Quality Development)

YACHT SPA

Yacht Topaz (Pre-Opening – Spa Supply) / Yacht My Quantum Blue (Pre-Opening)

SPA & WELLNESS CONCEPT

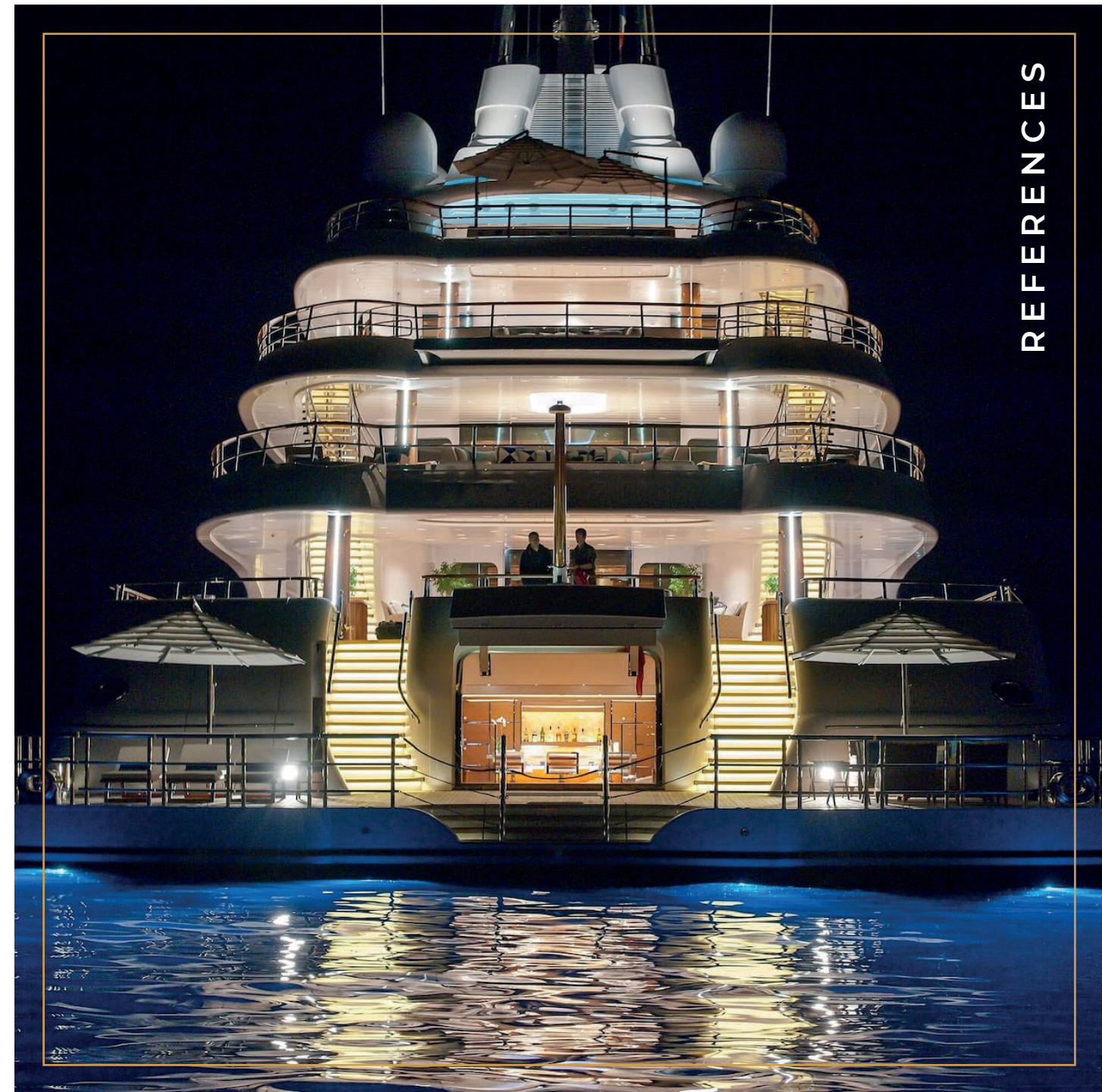
Budapest XIX. public Swimming Pool (Development Plan) / Project Butik Hotel (Garden Spa Planning) / Mandala Airport SPA (Business Planning) / Mandala Hotel Spa at Hotel Boscolo (Cooperation Planning) / Project O utca Boutique Hotel (Spa Business Planning)

LUXURY BEAUTY BRAND DEVELOPMENT

Forlle'd Hungary (Area Brand Launch Consulting) / QMS Medicosmetics Hungary (Country Brand Management) / MAVEX Hungary (Brand Standardization)

SPA EDUCATION DEVELOPMENT

IWI OKJ Program – Fitness-Wellness Assistant OKJ Program Development (Elaboration) / IWI – Spa Management Training Program Development



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