



NOTES FROM AMANDA SCHMIEGE, Hi-Spa President

Aloha Hi-Spa Ohana,

As we look ahead this year, it was great to start off with some self-care and meditative moments with Lifestyle Coach, Kamala Skipper, during our last Shop Talk. What nourishes you? What depletes you? Simple questions but focusing on the answers throughout our daily activities can have a powerful impact on our wellbeing. Nutrition, exercise, sleep, and breath are some of the topics we explored in detail and how we can incorporate best practices within each of these areas for optimizing our health. Our action challenge is to create a self-care toolkit answering "What regular habits or rituals do you need to be at your best"? And certainly then we will be ready to bloom into our most radiant selves!



Thank you to Kamala Skipper for leading us through this journey. You can find Kamala at:

Instagram: Kamalawellness

Website: <https://kamalaskipper.com>

SOCIAL CONTEST FROM DANA MURAKAMI, Hi-Spa Social Board Member

Dana is re-energizing the Hi-Spa Facebook and we need content! We would like to feature your body treatments and perhaps holiday features – so anything Fall or Festive particularly. Please send in a photo to info@hispainformation.com.

Send us photos of your most popular skincare line. Ex. Product shot with nice background, products being used on a guest/staff, or product set up in your retail area. Be sure to follow and like us on Instagram, @hispaassociation, and Facebook, Hawaii Spa Association (Hi-SPA) to be entered into this contest. Winner's photo and description will be posted on our social media pages! Email all submissions to dana.murakami@hyatt.com along with your Instagram handle so we can follow our fellow members back. Please include a description with your photo and why it attracts to your guest. We will also draw one winner to receive a complimentary facial certificate at one of our Hi-Spas! (redemption based on island of winner)

SPRING CLEANING TIPS FROM KAMALA NAYELI, Hi-Spa Secretary



Years ago I discovered the Eastern philosophy of connecting with nature, since then I no longer recognize January to be the beginning of the year. In fact, according to Traditional Chinese Medicine (TCM) the Winter season corresponds directly with death. This is a time when plants lie dormant, animals are still in hibernation, and people are simply doing their best to stay warm and dry.

It is actually Spring that represents rebirth and renewal...a time of growth and new beginnings. During a recent Shop Talk, we reviewed a variety of practices for self-care. During this season you may want to consider doing a cleanse to reset the gut. It can be as simple as eliminating processed foods, alcohol and sugar for one to two weeks.

Spring is also the perfect time to shift the focus and prepare our home, office and mindset for all that is yet to come.

- *When purging the closets, cabinets and drawers, do so with gratitude. Let go of what no longer serves you and make room for the new.*
- *Remember to organize your desktops and devices. Archive or delete large files from your inbox and find safe storage for the digital photos.*
- *Lastly, open your journal and write what you hope to accomplish this year, whether it be health related, financial goals, or a new spark in your love life, it's important to be specific.*

I conclude with a quote for the season:

"Behold, my friends, the spring is come; the earth has gladly received the embraces of the sun, and we shall soon see the results of their love." ~ Sitting Bull

SHOP TALK SERIES

Hi-Spa is excited to continue our monthly series of Team Calls called "Shop Talk". These occur on the last Thursday of every month at 3:00. These calls are intended to cover broad topics that may be currently relevant to all of us. We are trying to keep them to around 45 minutes and hoping that the discussions with other spa leaders may help all of us.

NEXT SHOP TALK: Generation Insights - Thursday, March 30, 2023 - 3:00pm

Join us as we explore how the hospitality market has changed as we cater to generational differences as it relates to our staff and our guests. Meeting ID: 373 793 528 873, Passcode: KYyDes

TIME MANAGEMENT FROM DARRYLL LEIMAN, Hi-Spa Treasurer

Personal Time Management - the "To Do" list!
by Darryll Leiman

In planning for this newsletter, Amanda asked me if I would write a few words. With full intention of complying with Amanda's request, I just found myself delaying and delaying, putting off this commitment, my regular workday seemingly taking up all my available time. I'd leave the spa at some obtuse late hour each night without the article getting written. My second thought was what to write about; Tips on guest service? Daily spa operations? Recruiting, hiring and training? Yield Management? P&L statements? Balancing the guest, the team member, with the company or host hotel? As contrary as I can sometimes be, I decided to write on 'personal time management'!

In my imaginary wild world of make-believe, if I had one wish that could be granted, I'd wish to have 30 hours to everyone else's 24!! There are SO many things that I'd like to get done in my day. From the time I wake up, (sometimes even during the night, if the truth be told!) I jot down notes for myself. This can be on pad, or sometimes I send texts or emails to myself with any ideas or items for my "To Do" list.

Upon arrival at work, I begin a "Monday" or "Tuesday" list. (I prefer seeing the list written down in front of me rather than hi-tech on a computer in whatever "file" that might be saved and stored. Call me old-fashioned, OK. I hasten to say I do have a daily electronic calendar with appointments and meetings nicely categorized, lest you think I still haven't left the 20th century. Anyway, I really don't have a secret formula or anything like that. I look at the list and try and prioritize my day. Of course, meetings, appointments, zoom calls etc. provide the framework but also windows of non-scheduled in-between time to get things done. My priorities are, in order:

- a. Guests #1
- b. Then my bosses, whether they be my Corporate team on the Mainland, local or neighbor island, Hotel GMs.
- c. Then my team members; from spa managers, service providers, front desk concierge, support staff. We live in a dynamic environment, and everyone has needs that I recognize are important to them and therefore by attending to as directly as I can, important to the overall well-being, morale and harmony of the spa.
- d. Next on my list are my vendors, spa colleagues (Amanda's request for an article!), and attending to phone messages, emails, emails and more emails. Oh, the daily email avalanche!

continued...

Personal Time Management by Darryll Leiman, continued...

Then back to the real world! It gives me real personal satisfaction putting a big checkmark through the items I have completed on the list. If the list gets longer or shorter, based on the day, so be it but checking off each item is a delight. On a less than productive day, I sometimes "cheat" by doing a few quick and easy tasks before the important ones just to have a few more checkmarks on my list!

Keeping a positive outlook throughout, a "can-do" attitude and sense that "nothing is going to get to me today" helps me get through the day. Not just "get through", but energizes me for more! I may not get through all the items on my list, but hey, when I leave the spa at the end of the day, I have a good feeling walking home (what a treat that is alone!) knowing that I may not have accomplished everything, or even checked off more than a couple of items, but the satisfaction is there that I've given it my best shot! Bring it all on again tomorrow....!

WHO'S ON THE MOVE

WELCOME NEW MEMBERS



Tiffany Abercrombie is the newly appointed Director of Spa at Asaya Spa ~ Kona Village, A Rosewood Resort on the Big Island. Tiffany, has been a part of the Rosewood brand family since 2015. She has over 20 years of wellness experience and industry knowledge and is passionate in what she does. Tiffany is originally from Southern California where she became a certified Aesthetician and received a Bachelor's Degree in Psychology. In addition, she comes with a spa business management background with certifications from the International Spa Association and Harvard Business Management. She loves art, comedy shows, museums, sports and a little retail therapy.

POSITION WANTED

Looking for a Concierge or Esthetic position on Maui.

Please contact

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