



SpaServices Case Study

RESERVATIONS TEAM

Our SpaServices team is an optional call and booking center. While you are focused on daily operations, our SpaServices team takes care of the phone by booking appointments and recovering potentially lost revenue. If an appointment is not available, guests are encouraged to put their names on a waitlist and work to recover the appointment. Once they have the guests' information, all SpaSpace Pros in the area are notified of an appointment they can pick up.

BETA FACILITY

Remote Resort Hotel Spa

Q1 2020 RESULTS FOR BETA FACILITY

332 Total Appointments Booked

Average Ticket was \$165.77

81% of appointments were recovered from the waitlist

\$30,355.91 Revenue Recovered

\$55,035.64 Total Revenue Generated



SPASPACE