



spa & wellness centre

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FOR IMMEDIATE RELEASE:

Team's the Word at Belle Vive Spa and Wellness Centre

Fort Mill, SC (July 23, 2008) – If you've ever been frustrated by trying to make an appointment with your stylist, massage therapist or manicurist, only to find out he or she is booked for weeks, you'll appreciate the new focus on team at Belle Vive Spa and Wellness Centre.

Belle Vive Spa and Wellness Centre has recently converted to team-based pay and it's a switch that will benefit employees and customers.

The premise is simple. Every member of the Belle Vive Spa and Wellness Centre team is focused on serving the customer and building the business. Customers do not "belong" to one employee; they may be served by the entire staff. Skill certification ensures that the services are performed the same for every customer, and that each employee has a mapped-out growth plan. As the team hits certain milestones, bonuses are paid.

"This new program is great for our staff and great for the customer. We all want one thing: to ensure that every customer is satisfied, every time. By redesigning our pay structure and training program, our staff gets the tools and incentives to make sure each customer receives the same high level of service, even if it's the first time they're working with that client," explains Christy Griffin, Owner of Belle Vive Spa and Wellness Centre. "It's truly a win-win all around."

"Team-based pay is the next generation of rewarding staff for team excellence and serving the customer to the highest level," agrees Neil Ducoff, founder/CEO of Strategies, a Connecticut-based company who assisted with the transition. "This truly focuses the team on best serving the customer. Congratulations to everyone at Belle Vive Spa and Wellness Centre for their forward business thinking."

About Belle Vive Spa and Wellness Centre

Belle Vive Spa and Wellness Centre is an award-winning full-service spa located in a beautifully converted Victorian home in historic downtown Fort Mill. This upscale spa offers hair cutting, coloring and styling, massages, manicures, pedicures, facials, nutritional and fitness consultation,

along with all-inclusive packages containing a day full of delights. Private rooms are available for parties and showers.

To view a menu of services, visit www.bellevivespa.com.

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