

## Quintessence, Massage & Wellness 10-Point Promise

The staff at Quintessence has been trained in our signature '10 Point Promise' to deliver a personally tailored session and desired results each and every time you visit us.

1.

The therapist who will be working on you will conduct a thorough face to face consultation. We will look over and discuss the notes from your last visit(s) or if this is your first visit we will go over the form you filled out when you arrived.

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2.

We will ask you questions to learn how you currently use your body in work, hobbies, day to day living and how this may differ from your past habits of using your body.

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3.

We will ask you questions to learn about your current and/or past medical history as this helps to ensure a safe massage session, that no conditions are aggravated and maximum benefit can be achieved.

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4.

We will discuss your reason for coming to see us that day and what you would like to get out of that day's session.

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5.

We will ask you questions to determine exactly how you would like your session time to be allocated so that areas you want focused attention are adequately addressed and areas that you don't want time spent on are avoided.

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6.

Based on all the information you provide, we will offer you a customized suggestion of the session we think will best serve you. We will confirm with you exactly what you would like before you even enter the treatment room so your mind can fully relax knowing you will get precisely what you want.

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7.

We will check in with you as needed throughout the session concerning desired depth of pressure, pace and room temperature and invite you to inform us at any time if there is something we could be doing differently.

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8.

During the session, we will only talk as you prompt us. If you don't want to talk, we won't. If you enjoy conversation we will respond to the best of our ability while still ensuring our focus is 100% on your massage.

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9.

We will follow up with you after the session has completed to learn what portions of the session worked really well for you to make sure we continue to incorporate these aspects, and things that could be improved upon so that we can better serve you in the future.

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10.

As appropriate, we will offer information about your body, stretches, at home self-care, or other pieces of education so you are empowered to continue maximizing the benefits of your massage when you are not in our care.