

# **GUIDELINES FOR FOOT MASSAGE CENTRE CLASSIFICATION**

# MARKING FORMAT FOR FOOT MASSAGE CENTRE RATING SCHEME

QUALITY	MARKS
EXCELLENT	9 - 10
VERY GOOD	7 – 8.9
GOOD	5 – 6.9
FAIR	3 – 4.9
POOR	1 – 2.9

## FOOT MASSAGE CENTRE CLASSIFICATION

RANGE OF PERCENTAGE (%)	FOOT MASSAGE CENTRE CLASSIFICATION
90-100	Platinum
75-89	Gold
50-74	Silver
49 below	Not Qualified

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
1.0	STATUTORY REQUIREMENTS	<p>All Categories:</p> <ol style="list-style-type: none"><li>1. Every foot massage centre <b><u>must hold registered business license</u></b> from the Local Authority and any other license required for operations by law</li><li>2. Age and qualification of employees <b><u>must be in accordance with the labour laws</u></b></li><li>3. Every foot massage centre <b><u>must comply</u></b> with the Ministry of Health, Local Authority and Fire and Rescue Department of Malaysia requirements</li><li>4. Every foot massage centre's ambience <b><u>must comply</u></b> with the Ministry of Tourism requirement</li><li>5. <b><u>Operational hours</u></b> according to what has been approved by Local Authority</li><li>6. Foreign foot massage therapists must possess <b><u>valid working permits</u></b></li></ol>		

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NO	CRITERIA	SILVER	GOLD	PLATINUM
2.0	FACILITIES	<ul style="list-style-type: none"> <li>○ Open space</li> <li>○ Provide minimum of <b>6 massage chairs</b></li> <li>○ Allocate a minimum area of <b>50 sq. ft. per chair</b></li> <li>○ Provide <b>at least one toilet</b> in the premise</li> </ul>	<ul style="list-style-type: none"> <li>○ Each <b><u>foot massage room</u></b> to have a <b>minimum of 6 massage chairs</b></li> <li>○ Allocate a minimum area of <b>65 sq. ft. per chair</b></li> <li>○ Provide <b>more than one toilet</b> in the premise</li> </ul>	<ul style="list-style-type: none"> <li>○ Each <b><u>foot massage room</u></b> to have a <b>minimum of 6 massage chairs</b></li> <li>○ Allocate a minimum area of <b>80 sq. ft. per chair</b></li> <li>○ <b><u>Attached toilet</u></b> to each room</li> </ul>
<p><b>All foot massage centre should be well-maintained and clean at all times</b></p>				

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

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	<b>2.1 RECEPTION AREA</b> (Reception counter, waiting area and shoe storage)	<ul style="list-style-type: none"> <li>Provide a <b>basic</b> reception counter</li> <li>Provide comfortable <b>waiting area</b> that is suitable with the size of the Centre</li> <li>Provide <b>shoe cabinet</b></li> </ul>	<ul style="list-style-type: none"> <li>Provide a <b>well-designed</b> reception counter</li> <li>Provide comfortable and spacious <b>waiting area</b> that is suitable with the size of the Centre</li> <li>Provide <b>shoe cabinet</b></li> </ul>	<ul style="list-style-type: none"> <li>Provide a <b>well-designed</b> reception counter of premium quality</li> <li>Provide a spacious and luxurious <b>waiting area</b> that is suitable with the size of the Centre</li> <li>Provide <b>shoe cabinet</b></li> <li><b>Credit card facilities to be made available</b></li> </ul>
<p>Provision of a Retail area is <u>subjected to the approval of the Local Authorities</u>            Foot massage centre must provide <u>hygienic slippers</u> to customers</p>				
	<b>2.2 FOOT MASSAGE AREAS</b>	<ul style="list-style-type: none"> <li>Provide clean <b>preparation room</b></li> <li>Clean and well set up <b>chair</b></li> <li>Provide <b>foot washing facilities</b></li> <li>Provide <b>sufficient linen</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Recliner chair</b> (adjustable) plush/high standard</li> <li><b>Store area</b></li> <li>Provide well-equipped and hygienic <b>preparation area</b></li> <li>Provide area specially fitted for <b>foot bath</b> with hot and cold water</li> </ul>	<ul style="list-style-type: none"> <li><b>Recliner chair</b> (adjustable) plush/high standard</li> <li><b>Store area</b></li> <li>Provide well-equipped and hygienic <b>preparation area</b></li> <li>Provide <b>private room</b> specially fitted for <b>foot bath</b> with hot and cold water</li> </ul>
<p>All foot massage centre to provide hot and cold running water</p>				

# MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
3.0 3.1	<b>STANDARD OPERATING PROCEDURES (SOPs)</b> <b>OPERATIONAL</b>		Foot Massage centre must provide <u>operational manual</u> that covers:- <ol style="list-style-type: none"> <li>1. Opening and Closing Times</li> <li>2. Reception Procedures</li> <li>3. Payment Procedures</li> <li>4. Customer Records</li> <li>5. Security &amp; Safety</li> <li>6. Employees Records</li> <li>7. Basic Treatment Protocols</li> <li>8. Cleanliness &amp; Hygiene</li> <li>9. Linen Upkeep</li> <li>10. Repair &amp; Maintenance</li> <li>11. Staff Grooming and Uniforms</li> <li>12. Equipment Safety</li> </ol>	

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NO	CRITERIA	SILVER	GOLD	PLATINUM
3.2	<b>IN-HOUSE TRAINING MANUAL</b>	Provide <u><b>in-house training manual</b></u> for foot massage therapists		
4.0	<b>SCOPE OF PRACTICE</b> (Foot Massage)	<b>All Categories:</b> <ol style="list-style-type: none"><li>1. Foot Massage covers <b>areas below the knee.</b></li><li>2. Foot Massage should only be done <b>by hand</b></li><li>3. No <b>medical diagnosis and prescription.</b></li><li>4. Foot Massage only meant for <b>wellness, pampering and lifestyle.</b></li></ol>		