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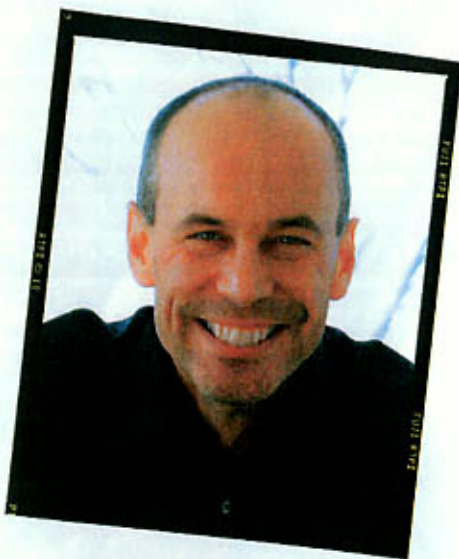
OCEAN DRIVE OPULENCE

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Behind the Scenes

Some of those who have helped us on this issue—and their most interesting spa memories.

WILLIAM CALIGARI As the managing principal and creative force behind William Caligari Interiors/Architecture, William Caligari is recognized for his innovative interiors for the hospitality industry. In "Good Ergonomics," page 56, he shares how he transformed the skincare department at **Canyon Ranch** (Lenox, MA) to make it more user-friendly. A spa-goer himself, Caligari isn't afraid to go with the flow. "At ISPA in Austria in the late nineties, they took a bunch of Americans, all senior executives, all strangers, and conservative—especially for people in the industry—to try a mud treatment," says Caligari. "Everyone, male and female, packed into a really small room, and we were told to get naked! Everyone actually did it, and then they had us rub mud on each other, naked. I thought the others were going to die. At lunch afterwards, everyone was totally freaked out. It seemed as though they were all cowed by peer pressure. I had a blast, and in the end, it was a positive experience for everyone."



STEVE GIRALT Born in Miami, photographer Steve Giralt studied his craft at Rochester Institute of Technology (Rochester, NY). Now, based in New York City, he is constantly pushing the limits with each picture he takes. In 2005, he was selected as one of *Photo District News* magazine's "30 Emerging Photographers to Watch." This month, you'll find some of his work in *Spa Radar*, page 82, and *In Touch*, pages 102 and 104. Although he has yet to experience first-hand the joy of a spa treatment, he has visited spas on occasion to take photographs. "I wouldn't mind shooting any spas on a nice quiet island in the Caribbean," says Giralt. For the time being, however, he is content to spend most of his time in his Manhattan studio, traveling the world, or fishing.



MARYANN HAMMERS A Los Angeles-based travel writer and spa-goer, Maryann Hammers has written for a variety of publications, including *Fitness*, the *Los Angeles Times*, *Pilates Style*, *Shape*, and *Town & Country*. As the former editor-in-chief of *Spa* magazine, she was the ideal person to get the story on bridal and groom packages. Check out "Wedding Windfall," page 62, for the inside scoop. An experienced spa-goer, Hammers has had her share of interesting spa experiences. "Nothing can top the time I had a full-body orange-sugar scrub at a very ritzy resort spa, which shall remain unnamed," she says. "Not only did the therapist not properly drape me, but she also proceeded to inform me in the middle of my treatment that she was a missionary. Then she began to preach to me, while I was helplessly lying on the table, totally naked, and covered with a layer of sticky orange sugar." —*Heather Mikesell*



RIGHT: The treatment rooms feature additional storage space above the counter to help minimize clutter.

"ALL OF THE IMPROVEMENTS WE MADE CAME AS A RESULT OF FOCUSING ON THE HUMAN NEEDS OF THE SPACE."

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to a wall near the esthetician and another set near the room's entrance. We created a pull-out drawer to hide trash and another for biohazard trash. Additional storage for lotions and supplies was created above the counter, but only enough for transitory product and tools. Too much storage becomes dead space and a black hole for expensive products and materials. We mounted a loupe light on the wall to make it easier to maneuver in the room and when cleaning the floor. To eliminate clutter, we also concealed heated booties and mittens for the client beneath the bed as opposed to on the wall, where they previously hung. To make the treatment rooms easier to clean and quicker to turn over, we replaced the counter and backsplash with quartz composite material. We also opted for smooth-surface flooring to make it easier to remove wax and lotion spills. It is also easy to replace, if necessary.

Making it Comfortable

For added client and staff comfort, a number of design changes were necessary. We started by adding laminate flooring over half-inch foam to make it more comfortable for staff members who stand for long periods of time. As an added advantage, it also provides acoustical benefits. We also directed the airflow to blow away from the client toward a wall, while the return is across the room creating a passive

Simple Solutions

Here are some helpful hints on how to improve your spa's workspace:

- Talk to your staff and clients and listen empathically.
- Identify areas for improvement, obstacles, and the physical placement of tools, supplies, equipment, and even the trash.
- Find out what makes clients comfortable and uncomfortable about the current set-up and what they would change if they could.
- Put everything in its place.
- Look at the treatment flow, the movements of the service provider, and locate what is needed in the order of when it's used. Be compulsively organized—it doesn't cost anything.
- Move things out of the way.
- Think of cabinets and drawers as having more than one function. Create surfaces that can do double duty. Keep storage in the rooms transitional, not long term.—W.C.

exchange that doesn't interfere with the steam treatment or annoy clients. Linear diffusers are far more attractive and equally effective. To reduce noise, we used Echophon acoustic ceiling tiles. We also added recessed incandescent lighting, sconce lighting, and under-counter and back-lit mirrors to provide multiple light sources. All are controlled by dimmers.

All of the improvements we made came as a result of focusing on the human needs of the space. The final outcome is a space that is both clean and spare, yet warm and welcoming. It instantly puts both clients and estheticians at ease.—*William Caligari, Jr.*

William Caligari, Jr., is the managing principal and creative force behind William Caligari Interiors/Architecture in Great Barrington, MA. Together with his team of 12 architects, designers, draftsmen, and project managers, he is recognized for his expertise and execution of innovative interiors for the hospitality industry—specifically for hotels, resorts, spas, and salons. To contact him, email william@williamcaligari.com.