

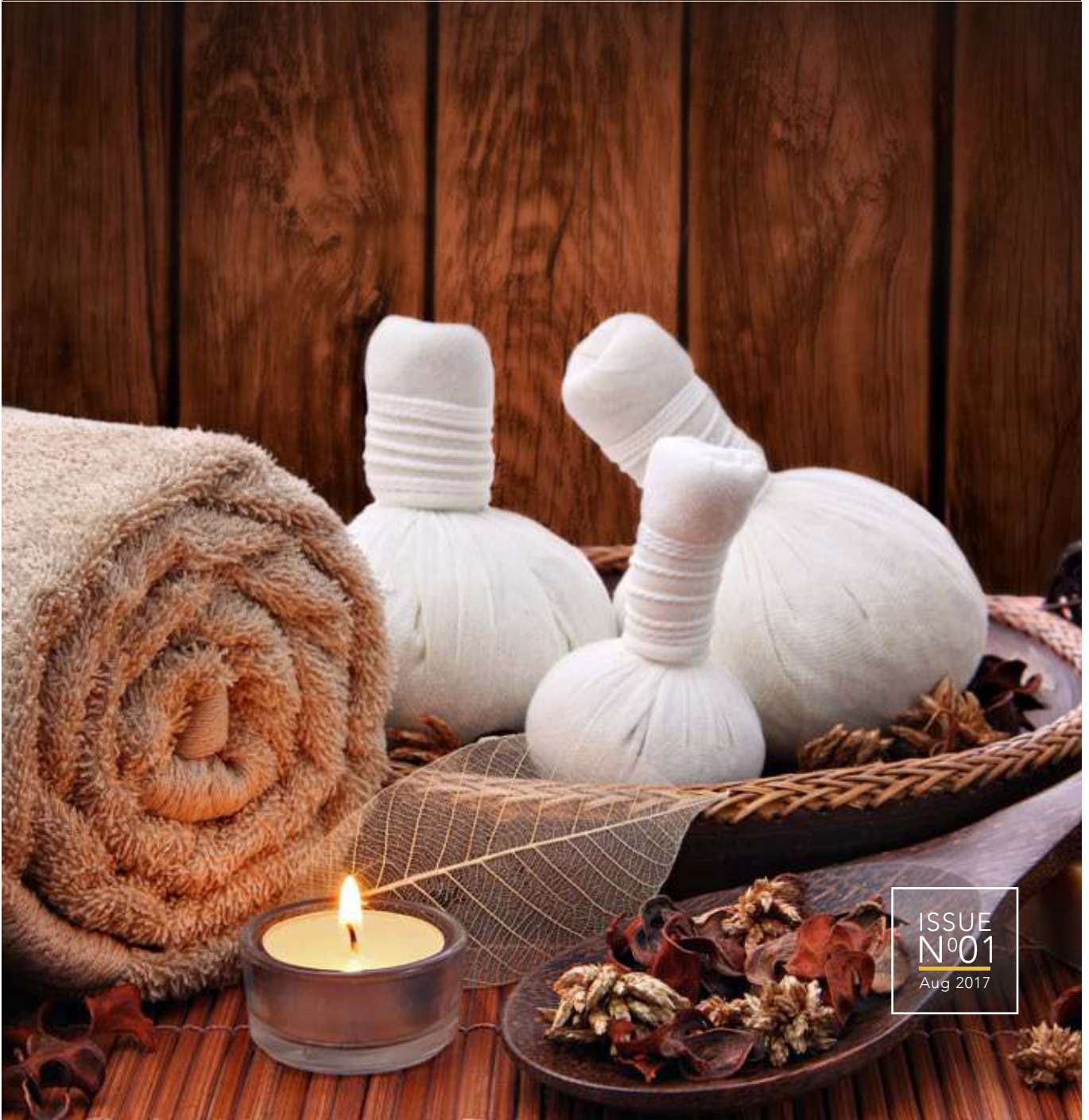
MAGAZINE

# LA SIESTA SPA

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HOMEMADE TEA IN LA SIESTA

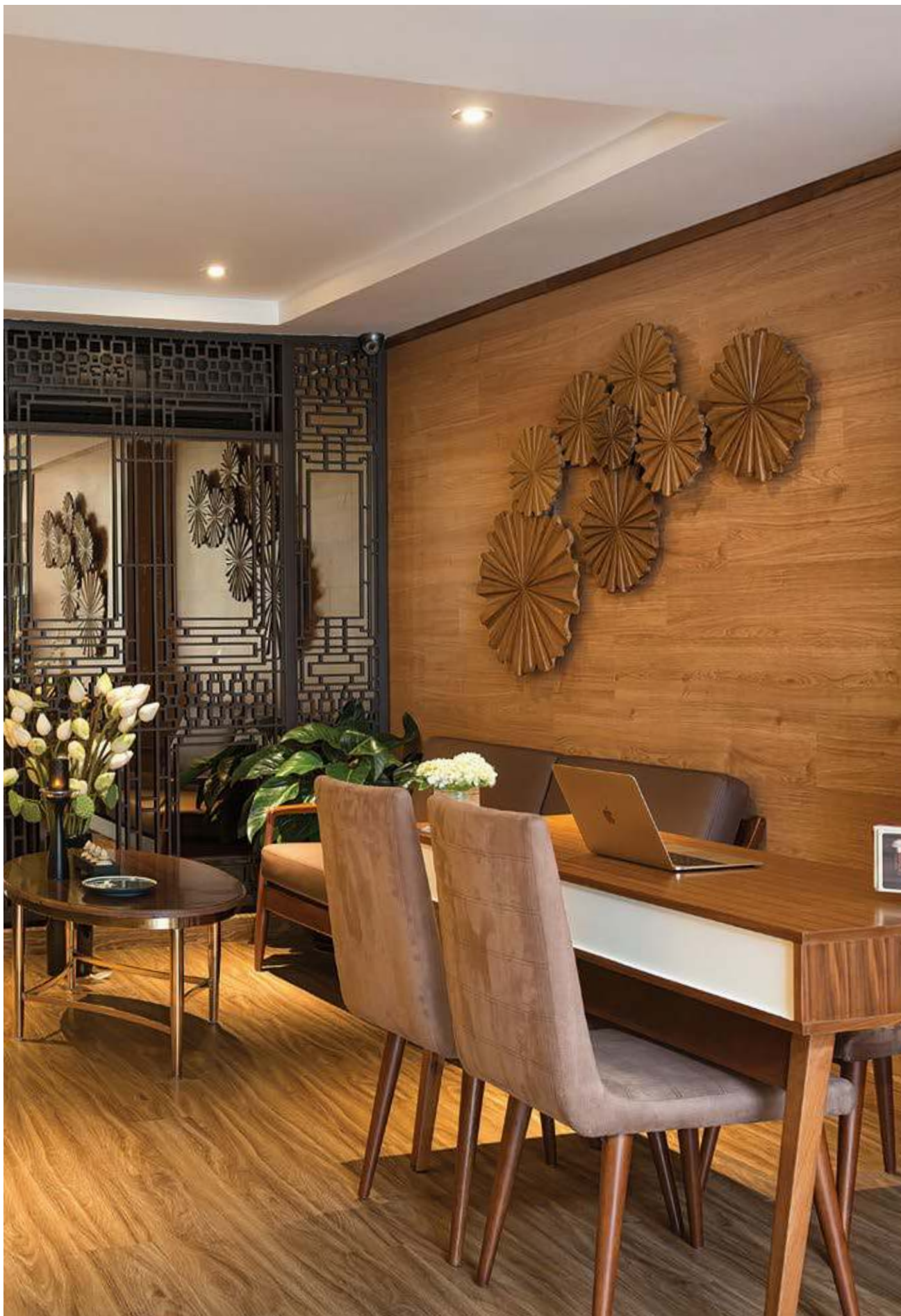
Special and exclusive

HERBAL REMEDIES IN VIETNAMESE CULTURE

Mother nature – home made herbal remedies are best

LA SIESTA FACE

Spa trainer Ms. Hong Trinh





MS.KIM  
Spa Director

## WELCOME MESSAGE SPA DIRECTOR

**W**elcome to this issue of La Siesta Spa Magazine. Our in-house publication bringing you information about the La Siesta Spa chain, our products and operation, the use of herbal and natural ingredients in our therapies as well as general spa industry news.

The magazine includes an information flyer for you to take away. Detailing handy hints and practical advice, it explains how you can apply simple traditional techniques and remedies yourself at home.

In this edition we feature La Siesta Spa's signature teas, massage oils used in our treatments, benefits of a Total Foot Treatment and Himalayan Hot Stones massage as well as interviews with our Spa Trainer and one of our long-term clients.

We hope you will find this Autumn's edition of La Siesta Spa Magazine useful and please enjoy our treatments and service.



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# The modern face of traditional Vietnamese therapy

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While Vietnam does not have a recognizable signature massage therapy unique to the country, such as Thailand for example, for many centuries Vietnamese society has practiced massage techniques to prevent and treat disease. Traditional therapy combines techniques from the north and south using powerful pressure applications resulting in a refreshing experience. It also incorporates the application of remedies using indigenous herbs and locally produced essential oils identified to target specific conditions.

These combinations create an inspiring range of soothing spa treatments and therapies.

At La Siesta Spa, as our customer, you select your preferred massage oil to be the basis of your spa treatment. Choose from a range of four essential and two base oils, the benefits of which include relieving asthma, colds, migraines, toothache, cramps, poor blood circulation. They are also great skin tonics too.

Our menu of body massages, natural wraps, organic scrubs and skin treatments using herbal properties, natural healing ingredients combined with traditional pressure point techniques, creates a feeling of complete bliss and sense of peace.



La Siesta Spa currently has three branches in Hanoi at La Siesta Hotel & Spa (Ma May street), La Siesta Trendy & Spa (Nguyen Quang Bich Street) and La Siesta Diamond & Spa (Lo Su Street). Next to open is the fourth branch at La Siesta Central (Cau Go Street), while our Hoi An base is located in La Siesta Resort & Spa (Hung Vuong Street).

We are part of the Elegance Hospitality Group. As such, our spa abides by the group's top class customer service outlook, high standards and true professionalism.

Our vision is to take you on a two-party journey combining sublime massage technique with herbal remedies and essential oils. Our inspiration is knowing you experienced the best spa treatments you ever had.



# About La Siesta Spa



## SPA ORIGINS

The word Spa relates to 'fountain' and is a Latin acronym for 'Health through Water'. Dating back to ancient times, various societies have enjoyed the benefits of bathing in hot water. Originally a spa centered on water including bathing in wooden bathtubs or in natural hot springs.

Nowadays, the word spa is all encompassing, a generic term to describe a commercial establishment that provides a wide range of services, not necessarily water-based, devoted to health & wellness, fitness, weight loss, beauty and relaxation.

The demand for spa treatments is rising steeply, especially given increased choice and affordability. Spas are no longer reserved just for the mega rich and the luxury market. Nowadays more than ever, any level of society has access to a spa experience in line with their disposable income. For many, regardless of service and offering, going to a spa has become an integral part of life.

## EVERYONE DESERVES PROFESSIONAL TREATMENT

The spa is now intrinsic to the hospitality and travel industry. Often it is the main criterion in selecting a holiday destination. Whether an exclusive spa resort or a hotel with in-house massage therapy facilities, the fact one is able to enjoy a spa experience has become the norm for many travelers.

According to La Siesta Spa, people are motivated to visit a spa for different reasons. For example:

- Relax and unwind: The most common desire is to recharge one's batteries and relax after a long journey; to rest in quiet environment with soothing background music and to relieve overall tension through a great body massage.

- New experience: A chance to try something different. Being on holiday is the perfect excuse to treat oneself to some pampering that one would not normally have time for. In addition, depending on the destination, it is a chance to try out traditional therapies practiced by a particular country or society and not available elsewhere.
- Habit: For some, going to a spa has simply grown into an indispensable part of life. It is second nature to have some sort of spa therapy regardless of location.

## THE SPA IN VIETNAM

In line with global consumer trends, Vietnam's spa industry is now flourishing and maturing, especially in major cities and tourist destinations. The industry has seen an annual 30% increase in new spas opening up. However, this quantitative rise does not always equate to quality. All too often spas operate at the expense of good service, safety and value for money.

Cleanliness and quality of products used are a major concern echoed by spa customers. A spa conjures up an image of a luxurious, quiet, spotlessly clean environment. Unfortunately, however, not all spas live up to expectation.



Common complaints one frequently reads on internet reviews include smelly treatment rooms, towels that are reused rather than being clean and fresh, and bathtubs with scum or mildew. It is therefore advisable to do some research beforehand to ensure expected quality matches the price one is paying.

## TECHNIQUE

Not all therapists are properly and professionally trained. Not all spas adopt good techniques, and some spa teams provide erratic service. The therapist's experience, skill, demeanor and 'spiritual connection' impacts on customer-therapist interaction. Everyone wants to know the therapist is focusing on them; a good therapist uses skilled, intuitive techniques. Someone with an aloof, uncaring attitude, with little or no 'spiritual connection' lacks the ability to truly deliver a deep and powerful massage. A skilled therapist has the intangible ability to feel the spiritual connection and transfer that vibe to the customer. This is what makes a massage extra special. A good spa business really takes care of, and motivates, its staff. Through expert training and career progression, therapists are inspired, skilled and clearly love the work they do. By taking a pride in their work and knowing the particular of the service, the customer can feel an intangible spiritual connection and energy.

It is the contented, skilled spa therapist who creates a wonderful service and experience. And in turn gives a great impression about the spa. Therefore, the advice given is to ensure one selects a spa which really cares for, and respects, all its staff



# MOTHER NATURE – HOME MADE HERBAL REMEDIES ARE BEST

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In my family our love as always been very strong and deep, leaving us with many wonderful memories to treasure deeply. And especially mum has always been there for me.

When I was in primary school, I was a good kid. I studied hard and did what my teachers told me. I was one of the few students who completed their homework and didn't skip meals, unlike other kids who simply refused to do what they didn't want to do.

Summer was a boring time for me when there was no school and when I went traveling with my family. I used to think it was for lazy kids. Ha Long Bay has always been our family's favorite destination because my grandmother lived there. In my childhood memories the area was always incredibly beautiful. Only one thing bothered me, which was that my hair would get really tangled after swimming.

My mother would select different herbs and make natural remedies to treat and care for my long thick hair. Her favorite was using extracts from the Black Locust tree. This tree has flattened red-brown pods and its flowers and leaves have long been used in complimentary medicine. Different parts of the tree have different health benefits. For example, crushed flowers help heal skin after burns, or can be prepared as an infusion to relieve gastritis and treat coughs, and bronchial conditions. Black locust seeds are rich in nutrients which my mother would use as a hair treatment. She put the pod in boiling water with some grapefruit peel and the water would bubble, turning a lovely light brown color. Until my last year in high school I had very long thick black hair. I asked my mother why she had short hair while mine was long. Her reply was that long hair suited me, although I found it annoying.

Real problems started for me when I was at high school. I stopped concentrating on my studies, I split up with my boyfriend and got a pair of scissors, cutting my lovely long hair for the first time. I was so afraid my mother would tell me off after the latter event, but actually she was great. She just laughed when she saw what a mess I had made of my hair and promised to take me to the hairdresser the following day.



I remember another time when I broke up with a different boyfriend; I just sat by the window staring through the glass into the winter's night, falling asleep in the draft. The next day was a disaster. I had come down with a very heavy cold and could not get out of bed. My mother went to the market near our house and picked up a big bag of vegetables. I remember in particular she told me ginger and lemongrass were great as a cold remedy. She said they should be boiled in water with other natural ingredients. These could be bamboo leaves which help combat hypothermia, garlic and wormwood which act as a natural antibiotic, essential oils such as lemongrass, grapefruit, eucalyptus, ginger and so on.

Essential oils evaporate quickly, they are the final step in the remedy and key to creating the best relaxing moment. My mother wrapped me and the steaming pot in a big blanket so I could inhale the medicinal steam. I finished my mother's home made treatment by eating a soothing bowl of piping hot *chao ga* (chicken rice porridge) sprinkled with perilla leaves. Perilla is a member of the mint family, often used in herbal medicine. Full of vitamins, the leaves are particularly good for combating colds as they contain antioxidant and anti-inflammatory properties. Wonderfully, calm I fell into deep sleep dreaming of my mother's herbs.

I loved her and her herbal/natural remedies such a lot, but the time came for me to leave home. I decided to study overseas. My last Tet holiday before I left was spent celebrating with my wonderful parents.

On the morning of Kitchen God Day, while the grown Ups in the family were busy cleaning the house, I prepared a coal stove to heat a traditional bath recipe for all the family. I chose old coriander from the wet market. According to Vietnamese tradition, bath water is not only needed to wash the body but also for spiritual washing, to bring people closer and as a special treatment after a long tiring year. The aroma was welcoming and long lasting. While not as attractive as jasmine, joyful as lily or romantic as the rose, my creation made everyone feel calm and blessed.

Old coriander is a winter herb. Usually before spring, people cultivate coriander seeds. Then because of the cold, coriander blossoms after one month.

Tiny flowers appear on the dark green leaves and farmers cut it back to the roots. They would wrap up dozens of coriander bundles and take them to the market. An intense and long lasting aroma, long after bath time in our house still retained a hint of aroma for a few days after Tet. For many Vietnamese, bathing on Lunar New Year's Eve in warm water infused with similar aromatic leaves is equivalent of releasing the bad and sad things from that year.

It's not the aroma that directly controls the mood but it recalls memories linked to emotion. I associate the smell of black locust, lemongrass, old coriander leaves and wormwood with my mother's and family's love.

What images and memories spring to mind with your favorite aroma?

**Thu Nga Nguyen**



# La Siesta Spa Signature Services

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Like the other massages, Himalayan Salt Stone Massage improves the overall sense of well-being. It has many health benefits such as increasing blood circulation, reducing inflammation, improving the quality of sleep, inducing deep relaxation, restoring minerals as well as softening and moisturizing the skin. As Himalayan Salt Stone consists of rock and salt, it embodies a number of interesting facts.

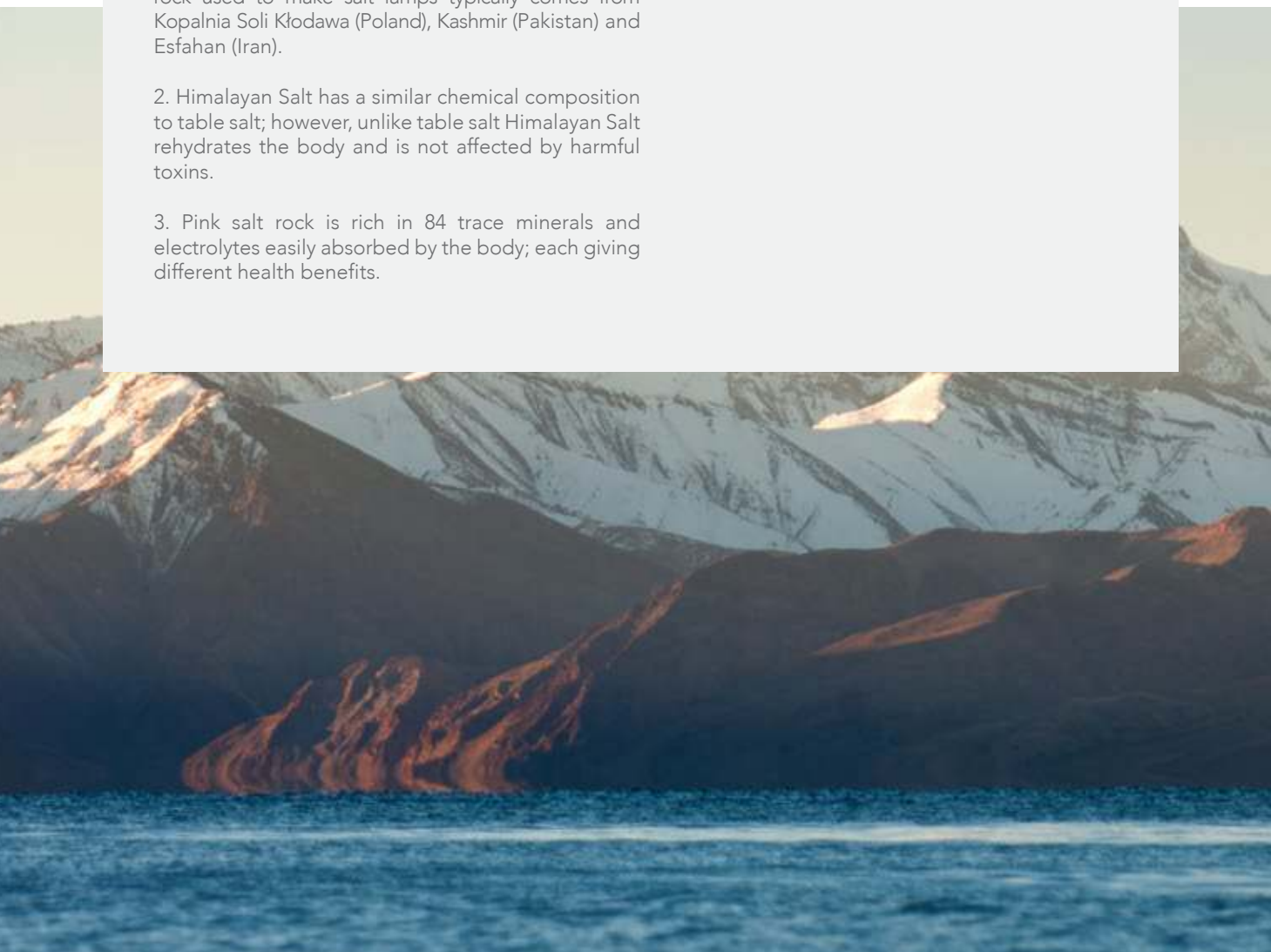
## EIGHT INTERESTING FACTS ABOUT HIMALAYAN SALT STONE

1. Rock salt is mined mainly in the Punjab region of Pakistan at the Khewra Salt Mine. This is the world's second largest salt mine, located in the foothills of the Salt Range hill system. Meanwhile, colored salt rock used to make salt lamps typically comes from Kopalnia Soli Kłodawa (Poland), Kashmir (Pakistan) and Esfahan (Iran).

2. Himalayan Salt has a similar chemical composition to table salt; however, unlike table salt Himalayan Salt rehydrates the body and is not affected by harmful toxins.

3. Pink salt rock is rich in 84 trace minerals and electrolytes easily absorbed by the body; each giving different health benefits.

5. Cooking on a pink salt block is an intriguing and natural way to impart healthy minerals into food, while adding a hint of natural salt flavor.

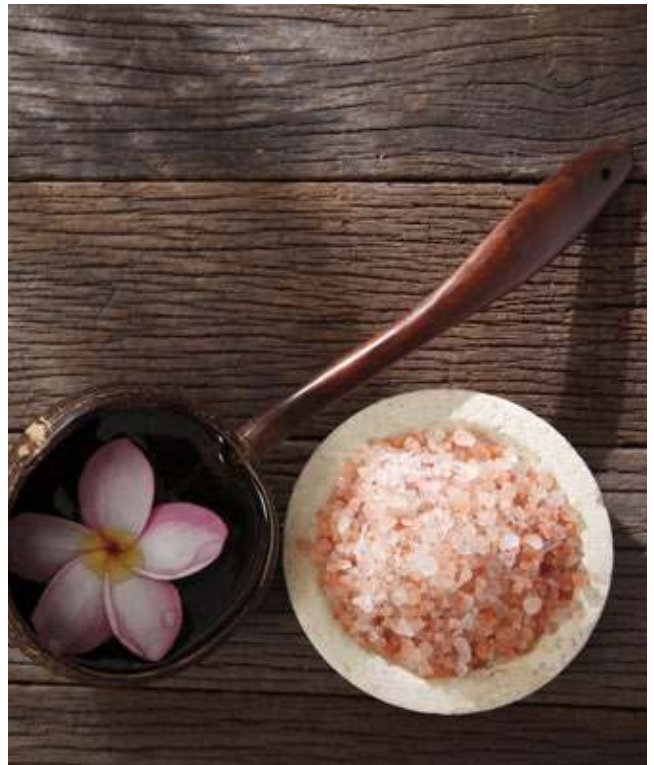


5. Cooking on a pink salt block is an intriguing and natural way to impart healthy minerals into food, while adding a hint of natural salt flavor.

6. Himalayan pink salt is able to resist extremely high temperatures. It should be heated slowly. Its melting point is just over 800°C (a bit under 1,500°F).

7. Due to the crystalline structure of Himalayan pink salt, heat spreads evenly over the stone's surface until it cools and your body will feel it after the first touch.

8. Himalayan pink salt stones retain their temperature longer than the normal stones due to their crystalline structure. Stones used for massage are heated on a plate which warms the stones to 100°F in 30-40 minutes, reaching up to 115°F and maintaining the temperature throughout the day.





## TOTAL FOOT TREATMENT

The ultimate treat for feet.

Total Foot Treatment is unique to La Siesta Spa. You won't find the same type of service in other places. It will leave your feet feeling totally relaxed and completely refreshed from inside to out.

Overall, this treatment combines a traditional foot massage with a dry and wet scrub to remove dead skin leaving your feet smooth. It is a complete care package.

The focus is on the lower leg starting from the knee moving down to the feet. Treatment begins by massaging the calf. This is part of the body which suffers greatly from fatigue, especially after a long period of activity, and massage is effective in reducing calf muscle tension.

Next comes an acupressure foot massage. Traditional Chinese reflexology, focusing on pressure points on the feet, has long been used to relieve pain, improve circulation and the immune system while some believe it can also cure disease. It is believed the condition of all areas of the body are affected by the feet, ie. each zone of the feet is directly linked to an organ/body part.

Take the toes as an example. In very general terms the toes connect with the head and neck. The second and third toes link to the eyes, while the others correspond with teeth, sinuses and top of the head. The lower part of the little toe connects with the ears.



The third part of the treatment is a real pampering session for your feet. A dry and wet foot scrubber cleans and removes the dead skin. Then the feet are completely wrapped in a nutrient-rich scrub based on coffee and freshly squeezed orange. Gentle circular motions remove dead dry skin, revealing the new healthy-looking skin below. This coffee scrub has several benefits. It has exfoliating and anti-inflammatory properties, improves circulation and smooths the skin.

Some general information about these two ingredients used in skin and body treatments. Caffeine in coffee is rich in antioxidants, making it effective in the fight against premature skin ageing conditions such as wrinkles, sun spots and fine lines. Scrubbing with coffee can reduce the appearance of cellulite temporarily and increase collagen production. The health benefits of orange, of course, have long been recognized. High in vitamin C and antioxidants, orange juice strengthens the immune system, detoxifies, aids digestion and improves the health of skin. It can even help alleviate acne as it contains properties to help fight free radicals that cause damage and inflammation making acne worse.

Orange juice can make skin look younger, prevent wrinkles, brightens skin and be used as a skin toner.

As the name of this therapy suggests, your feet will enjoy a complete 'face lift'. A sublime massage followed by a natural way to clean and smooth the skin. Giving you the feel of 'new feet' makes this the La Siesta Spa signature treatment.

# Some of La Siesta Spa products that you may wish to bring home

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## *Why is oil important in massage ?*

While the body's skin can be massaged dry, the absence of oil makes the whole process and technique, for both the therapist and customer, less efficient and less comfortable. Therefore, the spa world typically incorporates oils which are suitable for massage. This ensures smooth movement of technique, avoiding friction between a therapist's hands and skin.

There are many different types of massage, desired for a variety of reasons and conditions. In parallel, the oils applied depend on the treatment. Each oil should have certain properties suitable for that particular massage which in turn enhances the overall benefits and effect. Essential oils are used to balance the mind, body, spirit and emotion. The word 'essential' refers to the 'essence' of a plant's fragrance. Carrier oils, also known as base oils, dilute essential oils and 'carry' them onto the skin.

Each spa business applies its preferred type(s) of massage oils, which is one way to differentiate Spas.

Some of the most common essential oils include lavender, rosemary and peppermint. However, at La Siesta Spa where we incorporate as many eastern influences as possible, the four essential oils used are locally inspired, steeped in Vietnamese and southeast Asian tradition and generate an authentic experience. They are fokienia, citriodora, holy basil and cajeput.

The two carrier oils used at our spa are one common and one local. Olive oil is the most generic carrier oil used in the world and we balance this with a traditional equivalent, tamanu oil, widespread in Vietnam.





## Base/carrier oils

### OLIVE OIL

The olive tree is native to areas along the Mediterranean coast stretching to Iran on the southern edge of the Caspian Sea. The tree grows very slowly, maturing after 4-6 years of growth and producing fruit between 5-12 years after germination. While the tree can tolerate conditions of drought, it grows best in light fertile well drained soil in plenty of sunlight. The tree is highly valued for its fruit, the olive, which is the source of olive oil. Over the past 10 years Vietnam has imported olive trees but not on a wide scale. Olive oil is the liquid extracted by pressing the whole olive. In addition to its use in cooking, olive oil is recognized for its benefits to skin, hair and nails. A saying from ancient Spain identifies the olive's health benefits: "olive oil slays all disease".

#### Benefits of Olive Oil

1. Contains Vitamin E contributing to olive oil's anti-aging benefits, helping to restore smooth skin and protecting against ultraviolet rays.
2. Contains polyphenols and phytosterols, antioxidant ingredients, to protect the skin from premature aging.
3. Contains hydroxytyrosol, a rather rare compound, which helps to prevent free radical damage to the skin.
4. Olive oil is used as a skin exfoliator. A common method is to make a 'scrub' from olive oil mixed with natural sea salt.
5. Unlike commercial moisturizers that can clog pores and exacerbate current skin conditions, olive oil penetrates deeply into the skin while providing a cleansing effect.





## TAMANU OIL

The tamanu nut tree (which also goes by numerous common names including Alexandrian Laurel, ball tree, beach calophyllum, beauty leaf, Indian laurel, Indian doomba oil tree, satin touriga ..... ) is an evergreen tree and member of the mangosteen family. It is indigenous to areas of southeast Asia, Polynesia, east Africa and south Indian coastal regions. It prefers salty sandy conditions of coastal areas; however, in Vietnam it grows wild in central, south east and south west mountainous regions. It is also planted to give shade. Tamanu oil is a natural nut oil extracted from the nut kernels of this tree and it has many benefits.

### Benefits of Tamanu Oil

1. Relieves and protects the skin against inflammation, redness, sunburn and insect bites.
  2. Regenerates the skin by promoting the formation of new tissue and healthy cell growth; effective in healing wounds, burns and cuts.
  3. Reduces scarring, especially the appearance of scars more than a year old.
  4. Contains antiseptic, antibiotic, antibacterial, anti-fungal properties.
  5. Treatment for acne scars.
  6. Antioxidant, anti-ageing and anti-wrinkle properties.
  7. Moisturizes, nourishes and repairs epidermal cells of dry and damaged skin.
  8. Hypoallergenic (non-irritant, non-sensitizing).
- As a result, the benefits of tamanu oil are wide ranging for numerous skin conditions including everything from anti-aging skin care to scar treatments, it is a natural solution in the treatment of acne and also acts as a skin moisturizer.





## CITRIODORA ESSENTIAL OIL

Citriodora or lemon eucalyptus, a lemon-scented gum tree, is the jewel in the crown of the eucalyptus family. (It is also known as blue spotted gum and eucalyptus citriodora). It is native to temperate and tropical north eastern parts of Australia. The name corymbia citriodora derives from the Latin citriodorus, meaning lemon-scented. The tree's scent is extremely strong, producing an intense aroma when the leaves are crushed. The lowland areas in Vietnam are also suitable for its cultivation. The essential oil of citriodora is extracted from the elongated leaves by steam distillation.

### Benefits of Citriodora Essential Oil

1. The rosy-citronella fragrance makes citriodora essential oil an ultimate natural repellent against insects such as mosquitoes, bugs, ticks and fleas.
2. It can assist in destroying harmful viruses and microbes responsible for making respiratory infections vulnerable.
3. This oil enhances pitta energy. It has a positive effect and supports in opening the heart, which is responsible for generating forgiveness, compassion, love for oneself and for others, as well as stimulating the feelings of self-empowerment and self-esteem.
4. A body massage using citriodora oil can help rejuvenate the mind, body and soul.
5. Ever since ancient times, citriodora leaves and their essential oil have been used to treat various skin disorders such as burns, scabies, wounds, dermatitis and erysipelas.
6. Citriodora oil has antiseptic, antibacterial, antifungal and antiviral properties. These help combat the growth of unhealthy micro-organisms which cause skin disorders making wounds, cuts and burns more infectious.



## FOKIENIA ESSENTIAL OIL

Fokienia is a conifer tree belonging to the cypress family. It also goes by other names including Fokienia Hogginsii, Fujian cypress, pemou, Siam wood, coffin wood. It is prevalent in South East Asia - native to southeastern China (provinces of Zhejiang, Guizhou, Yunnan and Fujian), north Vietnam (provinces of Ha Bac, Ha Giang, Ha Tinh, Hoa Binh, Son La, Nghe An, Lao Cai, Lai Chau, Thanh Hoa, Tuyen Quang, Yen Bai and Vinh Phu), west central Vietnam (provinces of Dak Lak, Gia Lai, Lam Dong), northwest Laos. The name is derived from the old Romanized name of Fujian province in China. The tree was discovered by Captain A. Hodgins around 1904 and later introduced into Europe.

Fokienia essential oil, also referred known as pemou or Siam wood oil, is a rare and valuable oil extracted from the roots and wood of the tree. As the Vietnamese believe the oil brings eternal life, it's not surprising this essential oil has long played a role in traditional medicine as well as in religious rituals

### Benefits of Fokienia Essential Oil

1. Contains powerful anti-inflammatory compounds which help prevent or reverse damage to the skin from free radicals. Free radicals are one of the main causes of premature skin aging. Fokienia essential oil makes a great addition to anti-aging formulas.
2. Thanks to its anti-inflammatory and sedative properties, the oil is often used as a physical pain relief. In addition, it is also known to alleviate negative emotions associated with isolation and loneliness.
3. Compounds found in Fokienia essential oil are currently being investigated for the role they play in making transdermal transmission more effective. In other words, the oil makes a great additive in the case of therapeutic topical applications (ie. external application on skin) of essential oils





## HOLY BASIL ESSENTIAL OIL

Tulsi (*ocimum sanctum*) or holy basil is an aromatic, potent green plant. It is native to the Indian sub-continent and cultivated for religious and medicinal purposes. It is also found widespread through many other regions and including Vietnam. Considered a sacred plant by the Hindus, it is planted in many Hindu shrines, and has long been associated with Indian medicine to treat a wide range of conditions. Holy basil essential oil is extracted from the leaves. It is considered a tonic for the mind, body and spirit, promoting purity and lightness in the body.

### Benefits of Holy Basil Essential Oil

1. Rich in vitamins A and C, in addition to phytonutrients. The oil safeguards the skin from aging. It encourages skin renewal and a more even skin tone, helping to smooth and brighten complexion.
2. Daily application can help prevent many skin disorders. Its effective anti-bacterial and anti-fungal ingredients can kill harmful microbes which cause skin damage and associated problems. It also helps control skin inflammations, such as eczema and psoriasis, by reducing itching and redness.
3. The oil contains nourishing compounds to soothe irritated skin, rashes and sunburn.
4. It has calming qualities which help lighten one's mood. Therefore, the oil is recommended to combat feelings of exhaustion, nervous tension, depression and melancholy.
5. It is well-known acne treatment. Adding holy basil essential oil to skin cream or even applying it, in diluted form, direct to affected areas can help dry out acne and reduce the spread of acne. Regular use may help prevent new breakouts, keeping skin smooth and blemish-free.



## CAJEPUT ESSENTIAL OIL

The cajeput tree is an evergreen tree, native to northern Australia, New Guinea and the Torres Strait Islands. Often known as tea tree, its other common names include weeping paperbark, long-leaved paperbark, punk tree, white bottle brush tree or white paperback. The cajeput tree is also common in many Asian countries such as Vietnam, Cambodia and Indonesia. In Vietnam, natural *Melaleuca* forests are sparsely distributed in the northern hills (e.g Vinh Phu, Bac Thai and Ha Bac), and more concentrated in the central and southern areas of Quang Binh, Thua Thien Hue, Da Nang and Ha Tinh. Long An, Dong Thap, An Giang and Hau Giang).

Cajeput oil is produced by steam distillation of fresh leaves and twigs of the tree. It has many health benefits including pain relief and acts as a natural treatment for respiratory systems in distress.

### Benefits of Cajeput Essential Oil

1. Cajuput oil is efficient in keeping insects away. Its insecticidal properties are so strong that a diluted solution can be sprayed or vaporized to drive away mosquitoes, ants and so on.
2. It smooths and brightens skin, keeping it free from infections. Thus, it is a common ingredient in cosmetics and antiseptic creams. It also tones the skin and works well as a general skin tonic.
3. Cajuput oil is anti-spasmodic and relieves cramps. As a detoxifier, it helps combat pimples and acne, while its anti-inflammatory properties help the oil bring relief from inflammation.
4. It stimulates the eccrine (sweat) glands, promoting perspiration and acts as a sudorific. These effects are beneficial to the body as perspiration aids the essential removal of toxins.
5. The oil also relieves muscle and joint ache.



# Spa trainer Ms. Hong Trinh

*“Passing on the passion is the key to training”*

We talk to Ms. Hong, senior Spa Trainer for the La Siesta Spa business. She has extensive experience in many areas of the spa industry. In addition to focusing on teaching technique, she knows a key part of her work is inspiring and motivating all the therapists. In this issue we find out more about her story, why she entered the spa business, why she loves her job, and her views on spa training in general.

## ***What attracted you to specialize as a Trainer in the Spa and Wellness industry?***

Originally I simply needed a job to earn money. It was my cousin who introduced me to the spa industry. When I first saw how hard the job appeared to be I felt a little discouraged and lacked self-belief in my ability to learn and do this job. It was a skill and profession of which I had no previous knowledge. However, my cousin knew how much I needed to work so she convinced me to give it a go and made me stick at it. The hardest part was the actual training and academic learning but I persevered. I worked really hard to get to where I am now and I am so grateful to my cousin, who has helped me find my vocation.

## ***What is the hardest part of staff training?***

The hardest thing, in my view, is the ability to pass on the ‘fire’/burning passion to each trainee. Also each person has different degrees of touch and manipulation as well as receptive ability. It can sometimes be difficult to find the right way to communicate with one another.

## ***What made you commit to working at La Siesta Spa?***

I know La Siesta Spa operates a highly professional and stable working environment. Staff are treated well, very much appreciated by a caring and inspiring Spa Management team. I applied and luckily, was offered the job as Spa Therapy Trainer. I feel privileged to work with such great colleagues in an open environment where I can develop my work, knowledge and skills. Everybody treats me like one of the family which ultimately is the biggest reason for my long-term commitment to this business.

## ***What are your future plans at La Siesta Spa?***

I have many plans but my two key ones are:

Firstly, to identify and mentor those therapists who have the potential and ability to move into a training role. This way, our spa can enhance the development and training of new spa therapists.

Secondly, to look at the expansion and diversification of services La Siesta Spa offers, ensuring we exceed our clients’ expectations in term of choice, facilities and overall service satisfaction.

# Miguel and the journey to discover his favorite spa in town



## ***How long have you been living in Vietnam and how is life here?***

I have been living in Vietnam for 2 years already and my life is quite simple, working most of the times but whenever I have free time I like to travel.

## ***What was your first impression of La Siesta Spa?***

My first impression was really good, the facilities are really nice and I was super impressed with the quality of the service.

## ***The difference between La Siesta Spa and other spas that makes you became our regular guest?***

I decided to become, regular guest because, in my opinion, I was getting the best massage service. I had already tried a lot of spas in Hanoi, so I was really happy especially with the results, which was due the knowledge and skill of the therapists.

## ***Do you have a favorite therapist and if yes, why her?***

Yes I have, and this is one of the main reasons that I keep coming back to La Siesta Spa. She knows where my weak points are that need to be focused on and I really feel she works hard to make me feel better. I am really happy to have discovered her. She is the best for managing the treatment I need.

## ***Please share with us your most memorable experience you have had in La Siesta Spa?***

The most memorable experience I had was when me and my wife had a massage for couples. We felt so good and it was great to share the same experience. The spa team was really helpful and attentive.

# Exclusive homemade tea of La Siesta Spa

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Excluding water, tea is the world's most consumed beverage. It has eastern origins, having arisen in China and has long been associated with good health and calmness. Nowadays, in very general terms there are five basic varieties of tea (black, green, white, oolong and Pu-erh), flavored teas such as earl grey, Jasmine and a wide range of herbal infusions (or tisanes).

For thousands of years, tea has played a central role in Vietnamese life. It is believed to have many benefits such as calming the mind, warding off disease and also playing an important part in religious rituals.

The beverage can be enjoyed hot or cold, and due the health influences, spas and wellness centers around the world commonly serve herbal teas or tisanes before and after treatments. They help detox and cleanse the body. While some spas may serve standard "off the shelf" types of infusions, at La Siesta Spa we appreciate the importance tea plays in the whole spa experience. Being knowledgeable in the relevance and benefits of the ingredients, we have created two special homemade teas based on our own recipes.

The tea is served before and after each treatment session, with a cold or warm towel (depending on the time of year) and traditional coconut cookies.

We have two signature teas – one for the warm summer months and one for winter period.

Our teas are so popular that we are never surprised when a client returns asking us to fill up a flask with tea for take away. So, don't hesitate to bring a bottle with you if you want to enjoy some tea later on in your guestroom or at home. We love it when our clients appreciate the tea just as much as the spa treatments.

## **Summer - Lemongrass Tea**

A cool refreshing tangy tea full of citrus flavors, lemongrass and an original tea base

## **Winter - Lemon and Ginger Tea**

A warming tea filled with all the goodness of ginger, lemon, lemongrass, cinnamon and honey. Bursting with nutrients it helps to boost energy and is a perfect tonic for overall wellness.





## TEA INGREDIENTS

### Lemon: benefits

- full of vitamin C
- a natural diuretic
- cleanses the liver
- aids digestion
- detox

included in our summer and winter teas

### Lemongrass: benefits

- antioxidant
- combats high blood pressure
- relieving aching joints
- provides cold and flu relief

included in our summer and winter teas

### Ginger: benefits

- relieves nausea
- improves digestion
- improves circulation
- combats colds and flu
- reduces arthritic inflammation

included in our winter tea

### Cinnamon: benefits

- high in antioxidants.
- anti-inflammatory properties
- good for the heart
- fights infections and viruses

included in our winter tea

### Honey: benefits

- helps relieve gastrointestinal disorders
- anti-bacterial properties
- good for relieving coughs and throat irritation
- helps regulate blood sugar levels

included in our winter tea





La Siesta  
— Hotel | Restaurant | Spa —



OPENING SOON IN AUGUST 2017 LOCATED IN THE HANOI LA SIESTA CENTRAL HOTEL & SPA



La Siesta  
— Hotel | Restaurant | Spa —

## HAPPY HOUR

(9:00–12:00 daily)

Select one of the following options:

Buy **1** service 90min, **get 1** service 30min for free  
(Refresh facial or Foot Scrub)

*Or*

Discount **25%** for all service from 60min up

\*\*\*\*\*

## INCENTIVE PROMOTION

(For the rest of the day)

Discount **10%** for all single service from 60min up  
Discount **20%** for all the service on the second visit

\*\*\*\*\*

Applied only for

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EHG debuts new hotel  
*in Hanoi Old Quarter*