



KEMENTERIAN PELANCONGAN DAN KEBUDAYAAN MALAYSIA
(Ministry of Tourism & Culture Malaysia)

**GUIDELINES FOR FOOT MASSAGE CENTRE
CLASSIFICATION**



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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	All Categories: 1. Every foot massage centre <u>must hold registered business license</u> from the Local Authority and any other license required for operations by law 2. Age and qualification of employees <u>must be in accordance with the labour laws</u> 3. Every foot massage centre <u>must comply</u> with the Ministry of Health, Local Authority and Fire and Rescue Department of Malaysia requirements 4. Every foot massage centre's ambience <u>must comply</u> with the Ministry of Tourism requirement 5. <u>Operational hours</u> according to what has been approved by Local Authority 6. Foreign foot massage therapists must possess <u>valid working permits</u>		

MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
2.0	FACILITIES	- Open space - Provide minimum of 6 massage chairs - Allocate a minimum area of 50 sq. ft. per chair - Provide at least one toilet in the premise	- Each <u>foot massage room</u> to have a minimum of 6 massage chairs - Allocate a minimum area of 65 sq. ft. per chair - Provide more than one toilet in the premise	- Each <u>foot massage room</u> to have a minimum of 6 massage chairs - Allocate a minimum area of 80 sq. ft. per chair <u>Attached toilet</u> to each room
All foot massage centre should be well-maintained and clean at all times				

MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
	2.1 RECEPTION AREA (Reception counter, waiting area and shoe storage)	- Provide a basic reception counter - Provide comfortable waiting area that is suitable with the size of the Centre - Provide shoe cabinet	- Provide a well-designed reception counter - Provide comfortable and spacious waiting area that is suitable with the size of the Centre - Provide shoe cabinet	- Provide a well-designed reception counter of premium quality - Provide a spacious and luxurious waiting area that is suitable with the size of the Centre - Provide shoe cabinet Credit card facilities to be made available
		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		
	2.2 FOOT MASSAGE AREAS	- Provide clean preparation room - Clean and well set up chair - Provide foot washing facilities - Provide sufficient linen	Recliner chair (adjustable) plush/high standard Store area - Provide well-equipped and hygienic preparation area - Provide area specially fitted for foot bath with hot and cold water	Recliner chair (adjustable) plush/high standard Store area - Provide well-equipped and hygienic preparation area - Provide private room specially fitted for foot bath with hot and cold water
		All foot massage centre to provide hot and cold running water		

MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
3.0	STANDARD OPERATING PROCEDURES (SOPs)	Foot Massage centre must provide <u>operational manual</u> that covers:-		
3.1	OPERATIONAL	1. Opening and Closing Times 2. Reception Procedures 3. Payment Procedures 4. Customer Records 5. Security & Safety 6. Employees Records 7. Basic Treatment Protocols 8. Cleanliness & Hygiene 9. Linen Upkeep 10. Repair & Maintenance 11. Staff Grooming and Uniforms 12. Equipment Safety		

MINIMUM REQUIREMENTS FOR FOOT MASSAGE CENTRE CLASSIFICATION

NO	CRITERIA	SILVER	GOLD	PLATINUM
	3.2 IN-HOUSE TRAINING MANUAL	Provide <u>in-house training manual</u> for foot massage therapists		
4.0	SCOPE OF PRACTICE (Foot Massage)	All Categories: 1. Foot Massage covers areas below the knee. 2. Foot Massage should only be done by hand 3. No medical diagnosis and prescription. 4. Foot Massage only meant for wellness, pampering and lifestyle.		