



RIFUMO

BOUTIQUE SPA

COMPANY PROFILE

www.rifumoboutique.co.za



INTRODUCTION

WHO WE ARE?

Rifumo Boutique Spa was founded by Antoinette Khensani Sithole in 2012. The name **RIFUMO** is a Tsonga word meaning "Wealth"

Rifumo Boutique Spa is a luxury Spa dedicated to providing high customer satisfaction through excellent service and quality in an enjoyable atmosphere " an extraordinary experience in Spa wellness". We are situated in the heart of Nelspruit in Belladonna, Westacres. The Spa focuses on wellness and promotion of a healthy, sustainable stress free lifestyle and wellbeing



BUSINESS CONCEPT AND STRUCTURE

Rifumo Boutique Spa is a luxury Boutique spa that provides high quality treatments and products . Our therapists are the life-blood of our organisation and all have international accredited certificates. Before administering treatments, our therapists undergo an additional 4weeks of internal and product specific training. In this way we ensure that our guests have a truly 5 star experience at the hands of qualified and enthusiastic professionals.

Rifumo Boutique Spa thrives to serve people from all walks of life regardless of colour, Sex or Creed



ORIGIN OF THE IDEA

The Business idea came from studying Beauty Therapy at college and going on to work in the United States of America. Experiencing treatments at beauty salons and spas I wanted to develop this as business idea in my hometown because there is nobody who currently



EDUCATION AND CERTIFICATION

Khensani holds a Diploma in Health and Skin Care Therapy, that she acquired in the prestigious Face to Face Beauty and Make Up Design School Parktown. She is also a holder of a Certificate in Elemis Face and Body Sensation with S.A Steiner Academy in Cape Town, Studied a Certificate in Safety familiarization with academy of Maritime Medicine. Lastly, she is a Master Therapist she obtained the qualification with Dermalogica.

Other short attended courses include: Crisis Management and human behavior, Safety Awareness, Crowd Management with the Carnival Cruise lines, U.S.A.

In addition to that, she attended a capacity building programme on Capacity building on new venture Creation i.e. Marketing.



MISSION

To be the preferred provider of Spa services in the country based on strong customer relationships.

VISION

To meet and exceed the expectations of our customers/clients by creating new values, enhancing the quality of life with solutions that are both innovative and beneficial.

VALUES

RIFUMO believes in the principles of "Batho Pele" (People First) and is guided and governed by the following principles:

- **ACCOUNTABILITY:** We are accountable: Doing what we say we are going to do efficiently done and on time.
- **FAIR, OPEN AND TRANSPARENT:** We are committed to long term business based on fair transparent and accountable conduct-based character.
- **YOUR SATISFACTION:** We LISTEN, then we ACT – Customer satisfaction is our top priority. We achieve total customer satisfaction by treating all clients, potential clients, as though they are our only client. We have mastered the art of listening to our clients and responding quickly to their changing needs.



Honesty



Gratitude



Consistency



Respect



OUR UNIQUENESS

AMBIENCE

By merely entering our spa, to take the first step towards transferring yourself to a unique world of serenity and happiness, away from your worries and physical discomforts. While you walk towards our treatment rooms, you will get subtle pleasures from dark hued lamps, scents, sights of beautifully arranged plants, conventional carvings and attractively designed spacious interiors with soothing colours and decors

HOSPITALITY

Our congenial hospitality is perfectly completed by the pleasant and courteous attitude of our staff (both the therapist and support personnel) portraying the legendary compassion and kindness that are synonymous.

SERVICES



MASSAGE AND BODY TREATMENTS

Made up of centuries-old techniques, massage is used to induce relaxation as well as maintain physical health. Whether you want to wind down and relax, or feel uplifted and energized, we have a treatment to suit your needs.



DEEP TISSUE MASSAGE

A deep rhythmic pressure massage designed to alleviate stress, ease aching muscles and revive your senses.



STRESS AWAY

Tired, aching muscles melt away with the warming 'Muscle-ease blend of Rosemary, Juniper, Thyme, Birch & Chamomile. Excellent for rheumatic or sport related pain



MUSCLES MELT

This powerful massage targets the areas where you need it most, the back, neck and shoulders. Maximum tension relieving results in just 30 minutes.



DEEP TISSUE BACK MASSAGE

Using a warming blend of Essential Oils, this specialized treatment helps ease aching, tense muscles and the pains of rheumatism, arthritis and fatigue



AROMATHERAPY BODY MASSAGE

A treatment to eliminate dry and flaky skin, leaving you with skin that feels silky smooth. This is an ideal pre-holiday treatment to enhance your tan or post-winter to improve skin's tone and texture.

FULL BODY POLISH

A treatment to eliminate dry and flaky skin, leaving you with skin that feels silky smooth. This is an ideal pre-holiday treatment to enhance your tan or post-winter to improve skin's tone and texture.



PRODUCTS AND SERVICES

SWEDISH FULL BODY MASSAGE

This classical massage technique is the perfect way to relax and unwind. Perfect pre or post-exercise, it can also help to aid recovery. Swedish massage is famous for its physical benefits whilst the emotional effect of touch creates a feeling of complete relaxation.

SWEDISH BACK, NECK AND SHOULDER MASSAGE

Expert Swedish massage focused on the back, neck and shoulders for complete relaxation. Great for easing the tension built up with today's busy lifestyles.

HOT STONE MASSAGE

Smooth aromatherapy coated stones are incorporated into traditional massage techniques. This direct heat relaxes the muscles, eases stress and enables a deeper more effective massage treatment.

DELUXE MANICURE

This complete treatment exfoliates nourishes & protects your hands and nails against the daily wear & tear of busy lifestyles whilst helping to improve the signs of premature ageing.

DELUXE PEDICURE

Softening soak and scrub, nail file, shape, cuticle care, Gentle exfoliation with your choice of scrub, hot towel , foot and leg massage with organic cream

Facials:



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connect with us

