



Glion alumnus launches innovative massage and spa app

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When you study at Glion, you don't necessarily have to progress straight into a hotel or restaurant. We teach you the skills and knowledge needed to enter a range of industries, and the entrepreneurial knowhow required to start your own business. David Harris did just that – frustrated with the lack of opportunities for a post-work massage, he created his own app, [FlySpa](#), enabling users to order a massage at a place and time to suit them.



When did you first become interested in hospitality? When did you know it was the subject you wanted to study?

Prior to joining Glion, I was working in the film industry for three years in London and Paris. When organising premieres and welcoming casts of the films, I began to develop an interest in hospitality. I realised that I liked to please people and make their lives easier. I also had a few other ideas which were related to hospitality. However, I felt I was lacking the required knowhow and theoretical knowledge, and thus decided to go to Glion to improve it. I went to Glion as I knew that one day I was going to create my own business in the hospitality industry.

Why did you choose Glion as your place of study?

Before choosing Glion, I visited Ecole Hôtelière de Genève and École hôtelière de Lausanne. However, I found Glion to be more genuine and appropriate for my needs. This is due to its rich cultural diversity and environment.

What inspired you to create FlySpa? And, to those who aren't familiar with the brand, what does it do?

When I lived in large cities abroad, I really enjoyed being able to get a massage when I wanted to. Returning to Switzerland, I quickly realised the difficulty of finding a quality massage below 120 CHF. Plus, I was tired of hearing there was no availability for the times that I wanted. After conducting some research, I discovered that many excellent therapists were struggling to fill their agendas and find new customers. There was a real gap in the market and I aligned it with the Uberisation of things. My time at Glion and International Institute for Management Development also inspired me.

FlySpa has a geolocation system through which the consumer can order a massage within a few sections. This is at the place of their choice and at the desired time. Currently, five massages are proposed (classic, anti-stress, sports, reflexology and lymphatic drainage). They are available for a period of one to two hours. The massage therapists arrive with all the necessary equipment, oils and table.

FlySpa provides their therapists with the work environment needed for the smooth running of their activities, so that they can focus fully and only on their profession. Thanks to the digitisation of the ordering process and the elimination of infrastructure costs, we can propose much lower prices to the customers than the average market price. We can also offer a higher remuneration to the therapists. FlySpa reduces its margin considerably compared to a spa or hotel.

How long did it take for FlySpa to become successful and gather momentum? Was it a long process or was it an instant success?

FlySpa raised lots of interest from the start, and the Swiss are reacting very well to the concept. Since we launched in April 2018, we have had amazing comments and reviews from our customers. People find the concept so convenient, reliable and accessible that we have a high percentage of loyal customers. However, it took me two-and-a-half years to bring it up to the market, as I had to face lots of challenges along the way.

Where do you see FlySpa five years from now?

Hopefully, FlySpa would have integrated other categories, including sports coaches, hair, nails and make-up. Additionally, I hope it will be used throughout all of Switzerland, as well as other countries.

If you are looking for a high-quality, relaxing massage at a time and place that suits you, FlySpa is available for free on the [App Store](#) and [Google Play](#).



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