

VOGUE

The Warmest Welcome To Paradise

At its five-star Venice spa hotel, JW Marriott ensures that its therapists are as relaxed as its clients. Here's how...

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When it comes to creating a haven of tranquility, it is not only the five-star facilities, luxurious setting and peaceful surroundings that are important. JW Marriott understands the intricacy that is required for delivering a truly worldclass well-being experience to its guests, and that is why the therapists at its GOCO Spa - located in the stunning scenery of Isola delle Rose, a short ride by boat from Venice's Piazza San Marco - ensure that the atmosphere at the city's largest spa is the height of calm and positivity.

"Transferring our positive energy and positive vibes to the guests, making sure that they are surrounded by our soft music and relaxing atmosphere is the key to what we do here," Erika Longo, a senior spa therapist at the GOCO Spa, tells us.



"When I hear words of appreciation from our guests and, in particular, people thanking me and saying that they feel happy and relaxed after they had a treatment with me, that's what makes it feel like I've had a successful day," she continues.

The most popular option on the spa's extensive menu, Longo says, is the Mediterranean Bliss - the resort's signature treatment, which uses olive oil and herbs grown on the island. The experience at the spa reflects its beautiful Venetian setting, combining both traditional and contemporary wellness amenities and services.



A serene and regenerating spa trip may not feel synonymous with the bustle and excitement of the famous Italian city. However, the private island's tranquil gardens, which boast panoramic views across the lagoon; the eight elegant treatment rooms and spa suite; and state-of-the-art facilities (including indoor and outdoor vitality pools); along with the worldclass service on offer, ensure that the waterside hotel provides a sanctuary of wellness and luxury.

It is not only the wellbeing of its guests that is important to JW Marriott. The associates also benefit, as the hotel believes the spa therapists need to experience and appreciate the luxurious treatments in order to provide them.

"Being able to work in a serene environment and leaving all of our problems and discussions outside the door is key to keeping any possible negative vibe from the spa," she tells us. In turn, this ensures that guests are able to enjoy the most relaxing experience there.



There are, of course, other places that provide a little tranquility in the busy city, if you know where to find them - and who better to ask than a local expert? Longo recommends Sant'Erasmus island, which is considered a sort of "countryside" of Venice, a pretty and peaceful spot where it is possible to walk among the vineyards.

Citing the beautiful surroundings and awe-inspiring location, as well as the sense of teamwork and passion of her colleagues, as making her work life so positive, Longo says that she can tell the difference that it makes to the energy and enthusiasm that she puts in to her role.



"The way you do your job reflects how you feel and how you are treated. People smile if they receive smiles too!"

And with that Longo rather sums up JW Marriott's attitude: that true luxury is best created and carried out by people who truly love what they do.