

PBS SALON OF THE MONTH

The Temple Skincare & Spa

To nominate your salon email marketing@probeautysolutions.com.au

Run by the passionate, hardworking Rene Thorpe, The Temple Skincare & Spa stands out among competitors due to its personalised engagement with clients, dedication to consistency, and ever-evolving business strategy.

Rene started her beauty therapy apprenticeship back in 1994, and since then has established Temple Skincare and Spa in NSW, keeping business alive and well even during times of economic and personal hardship. In order to ensure each client receives the best possible treatment, Rene has developed a system she calls "The Temple Way." Each staff member is trained to deliver a reliably pampering experience each time a client walks through the doors, and the staff meets weekly to discuss

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goals and refocus. "We still have a lot of clients who came in our first year," Rene says, "so we must be doing something right!"

The Temple Skincare team have won numerous awards for their excellent service, including the Hills Local Small Business Award three years running. Rene credits

her success to her passion and stubbornness – she refuses to give up even when the going gets tough and always welcomes the opportunity to educate herself. "I personally believe that if you invest in constant learning and skill enhancement, your business will grow," she says. "That is why I still to this day have a mentor who assists me with the growth aspect of my business."

A single mother of three, Rene recently took the risk of relocating her business to the Hills Lodge Hotel a located in Castle Hill. Despite the less prominent location (no walk by traffic what so ever), Temple Skincare & Spa has almost tripled its turnover and grown to nine staff members since joining the boutique hotel. In addition to having stocked Sunescape for two years, Rene added the Youngblood Mineral Cosmetics range to the salon after the move to meet the demands of the bridal industry.

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Although her plate was already full, Rene recently decided to launch two new businesses and plans to open a second Temple Skincare & Spa location. The first new business is Temple Express; Rene offers her medical-grade laser and other dermal services to salons that



don't have the experiencing or licencing to offer such treatments

to clients. The second, Business Beyond Beauty, Rene started with her business-savvy fiancé Justin Herald as a way to mentor other salons. "Our [services combine] staff education and mentoring the owners and management on the issues they have in their business at that time," Rene says. "[We show them] how to propel forward to the next stage of growth."

Rene's advice to other salon owners is to

"focus on the facts of where you are at and on how much you have achieved. Be grateful for your journey. Set small goals that you can achieve and in no time you will reach your bigger goal that once seemed unachievable. And never forget why you started your business."

We couldn't have said it better ourselves. Congratulations on earning Salon of the Month, Temple Skincare & Spa!

Does your salon go above and beyond to make sales and retain clients? Share your experiences with us and your establishment could be featured in an upcoming Salon of the Month!