



Best Therapist  
Rachel  
Robertson  
Skin Therapy,  
Wellington

**How did it feel to win Best Therapist of the Year?**

It was an amazing feeling! It has been a extremely busy last few years with running a business, having a baby and launching Prologic, my own professional skin care line – but so rewarding as well. I guess it really has been recognition for the thirteen years that I have dedicated to the industry. I don't see this as my job. It's my life, career and passion all rolled into one.

**What do you believe makes an excellent beauty therapist?**

Someone that truly has a passion for what they do. I believe most therapists can do a 'good' treatment but at the end of the day that's not what gets a client coming back. It's about the level of service, professionalism and your ability to provide that client with the very best results, advice and personalised service. When I am looking to employ a new staff member I am always looking for someone with outstanding drive, a love of continuing to learn and advance their skills and an ability to confidently educate clients.

**What have you found most challenging about this industry?**

The thing that is the most challenging about our industry is the part I love the most. Our industry is constantly changing with new information, technology and techniques emerging on a constant basis. Post-graduate training is something that I do on a regular basis and also encourage my staff to do regularly. I don't believe you are doing your job properly if you are not keeping up-to-date with training. I love being challenged and stimulated and I

always feel fantastic when I walk back into the clinic after attending a seminar or post-graduate course.

**What are your must-have products?**

My Skin Therapy Omega 3 Treatment Oil. I launched this to my clients last year after having such amazing results on my own eczema and the general health of my skin. It makes my skin feeling amazing and I know it is having both an instant and long-term effect on every single skin cell. Environ AVST 5, has all the essential vitamins and antioxidants in one moisturiser. Plus my Jane Iredale Pressed Mineral Make-up in Warm Sienna brushed on in the morning – then I know I'm protected from the sun all day.

**What do you hope to achieve in the next five years?**

I look forward to continuing to grow the Skin Therapy brand. I hope to be employing, working with and motivating more therapists to be outstanding in their careers. I am in the process of launching Prologic and will be looking for a New Zealand distributor towards the end of this year, so that the range can be available to beauty therapists and advanced skin care clinics throughout New Zealand. I will be looking at exporting the brand in the next twelve-eighteen months to Australia, then to the UK further down the line. I would love to use my experience and knowledge in the industry to teach others and plan to conduct training seminars on advanced skin care in the next two years.