

Believe and Back Yourself – You Can Become Successful



Charlotte Bosson

Charlotte Bosson is based in Melbourne, Victoria and manages City Haven Massage Therapy. She strives to provide a professional service to her clients and a supportive environment for her team of dedicated therapists.

In 2002 working as a Sales Executive for a prominent hotel chain, I started thinking “There’s got to be more to life than this!” After enjoying some massages to de-stress from my corporate job, I began to investigate the possibility of re-training and becoming a Massage Therapist. The thought of doing a job where I actually made a difference to people’s lives was very motivating to me.

In 2003 I completed a weekend ‘introductory course’ and discovered that I did want to pursue a massage career. I enrolled for my Certificate IV course that year. In the early days, I wanted to have a career working from home while I had children. In 2004 I welcomed my gorgeous daughter Sophie into the world. In 2005 I attended the Melbourne Institute of Massage Therapy to complete my Remedial Diploma. In the first quarter of that year just after my major anatomy exams my marriage unexpectedly ended and I found myself raising my 16-month-old daughter alone. Around this time I had just secured a job one day a week in a 5-star day spa and was a full-time student. Now what? That was the question. It was during this year that I made the decision to take running my own business seriously. I “backed myself”.

Luckily I was financially secure enough to take a risk and have a go at running my own business. I was fortunate enough to pick up a few corporate massage jobs by the end of 2005 and had also begun working in a naturopathic clinic with an osteopath. My journey had begun.

I remember the first few clients who came through the door and how nervous I was as I began to assess and treat them. The greatest piece of advice I can give any new therapist is to believe in yourself and your training. A newly qualified therapist who wants to make it in our industry needs to ask questions, go back to text books, revise techniques and take excellent client notes. The more applied you are post-study, the

more successful you will be as the years go by. I’m going in to my fifth year as a Remedial Therapist and it is only in the last 12 months that I am reaping the rewards of my early efforts to improve. The hard work does pay off and it doesn’t stop there.

A good massage therapist will realise:

- Every client is unique
- listening to a client’s needs is vital
- acting professionally upholds the ethics of our industry and Association
- continued training is vital for self-improvement.

I think you could practise for twenty years or more and still never stop learning. A great therapist understands this.

Today my business, City Haven Massage Therapy, continues to grow and I now manage two clinics: North Balwyn where we have been based for a number of years and (proudly) our new Parkville clinic which is based within a Mercy Health facility – Mercy Place Parkville. Our services include remedial, mobile home visits, corporate massage, nursing home and pre/post natal massage.

I continue to learn not only about becoming a better therapist but also how to run a successful business. I would like to express my personal thanks to my fantastic team of therapists past and present who have contributed to the success of my business. My motivation in writing a little about my story is to motivate new graduates starting out. Back yourself, believe in your training and never give up. One day you’ll look back to see the path you have travelled and you’ll be blown away by what you have achieved – and just think of all the people you have helped along the way!