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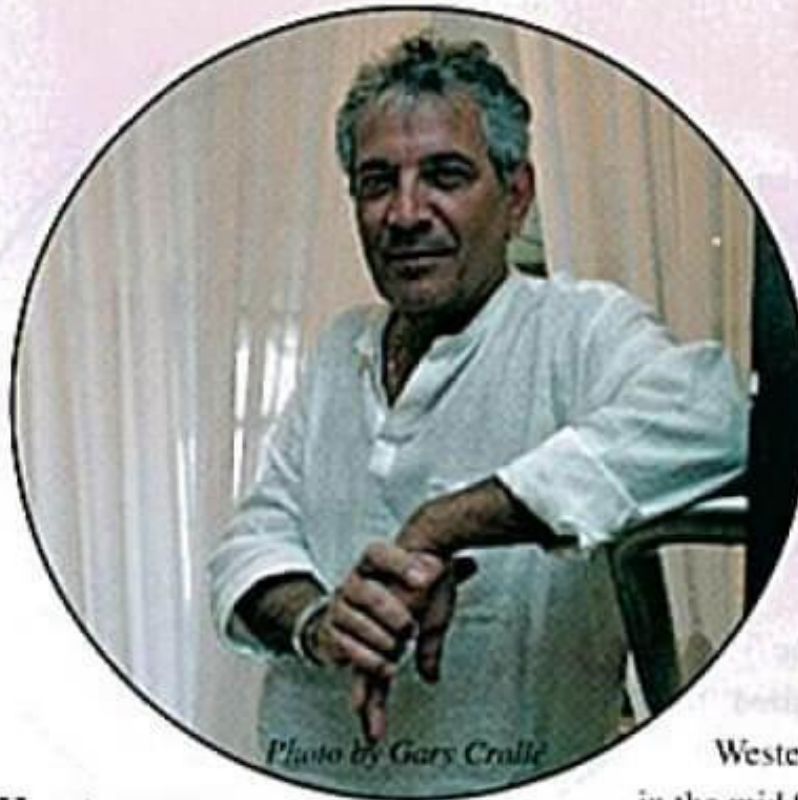
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Romance 2011  
Volume 12 Issue 1 & 95  
Display until June 30, 2011  
Publications Mail Agreement #40015192



*Photo by Gary Cralle*

**“Do it all at once,  
from 1 to 10, instead  
of in stages!”**

## Faye Tamba Fayez Spa London, Ontario

**F**aye Tamba opened his spa in 1983, his long experience making him an expert in this industry! Formerly a hair salon owner, Faye realized in the early 80s that there was a high demand for beauty spa services, but none were available in his area. So, he opened the first day spa in the South Western region of Ontario. Doing so well, in the mid 90s, Faye moved his spa into a new, larger location, he says. “I was hoping for a 10 – 20 per cent increase, but in 1996, our business increased 500 per cent!” Faye attributes his success to the consistency of his staff and their excellent customer service. Over the years, Faye has been constantly renovating and adding to his spa, so he has advice for those who are thinking about opening a spa, “do it all at once, from 1 to 10, instead of in stages!”

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