

Successful Applicant: Posh Nails Fishponds

Awarded £10,000 for pedicure chairs, manicure tables, reception desk, and signage



Interview with our Grant Advisor, Crover:
crover@bristol.gov.uk

Tell me about yourself and Posh Nails Fishponds.

I'm Thuong Bui (she/her) and Posh Nails Fishponds is a nail studio at 6 Straits Parade, BS16 2LA.

I started living in Bristol with my son as a refugee from Vietnam. It's been very hard starting to build my life in such a different country whilst raising a child. I found a job working at a nail salon and was part of a happy and supportive team that gave me so much energy!

I worked there for almost three years. The owner could see how much confidence I'd built in this time and suggested to me that I look into starting my own salon.

I started planning everything in February. Three months later, it's great to be welcoming people into my new salon to share my journey. I would never have imagined I could do all this by myself. I'm finding it quite unbelievable really!

Tell me about the services you provide.

We offer premium nail treatments, acrylic nails, gels and pedicure services, as well as other treatments, like waxing and facials, to people of all genders.

We've been open for two weeks now and already I'm receiving great feedback from our customers. One stopped me in the street to tell me how happy they were with our service and how welcoming all the staff are. It's hard to start a new business so hearing that people love what we're doing feels amazing. It makes me so happy!



'...hearing that people love what we're doing feels amazing!'

How does Posh Nails diversify Fishponds?

People say that the salon looks so bright and fresh. I believe it's the little things that make a difference. We offer our customers hot drinks and make everyone feel welcome and comfortable here no matter how long their treatment lasts for.

I've been working in salons for years and always felt frustrated that when clients come with their partners there often isn't somewhere nice for them to wait. We've created a big seating area at the front to ensure that the clients' partners or friends want to be here too.

We focus on the personal service, not just on the nails and feet so that people enjoy their time at the salon.



'Providing a higher level of customer service is what I love to do!'

How does Posh Nails make Bristol a better place to live for our residents?

Since we opened so many people tell us how nice it is to have a place in Fishponds where you can come in and be pampered. People like being able to book an appointment online, somewhere close to home to add something nice into their days!

The whole team love having conversations with our clients and making them feel relaxed.

It's nice to see all genders using our service. We didn't want to be a place that was just for women. Outside of standard treatments we already have an elderly couple coming in for us to cut their toenails because they can't do this themselves. Providing this higher level of customer service is what I love to do!



Tell me about your commitment to sustainability.

Lot's of our nail products are vegan.

We're also moving to more environmental gel products with less toxic chemicals and no smell. These are also great because it's easier to train my technicians to use the products and we don't need large ventilation systems that use a lot of energy, like some other salons do.

What is your favourite thing about starting a small business?

I've built up so much confidence and I can train young technicians to build their confidence too.

As a refugee I know that when you're struggling to find a job sometimes you have to take whatever pays, but I know I've made a space where my team really want to be.

What would you say to other refugees looking to start a business in Bristol?

If I can do it, anyone can!

If you have a dream and really want to do something keep searching for how to do it, and take support from other people.

Because English isn't my first language sometimes my nine year old son corrects me which is really helpful! Bristol is such a multicultural place, so practicing your English is not too hard. People are used to hearing others make mistakes. If people don't understand you they ask you to explain in different ways.

It doesn't matter who you are because there's a lot of opportunity. Follow your dream. Now you're here you can do what you want to do when you have the right support and work hard for it.

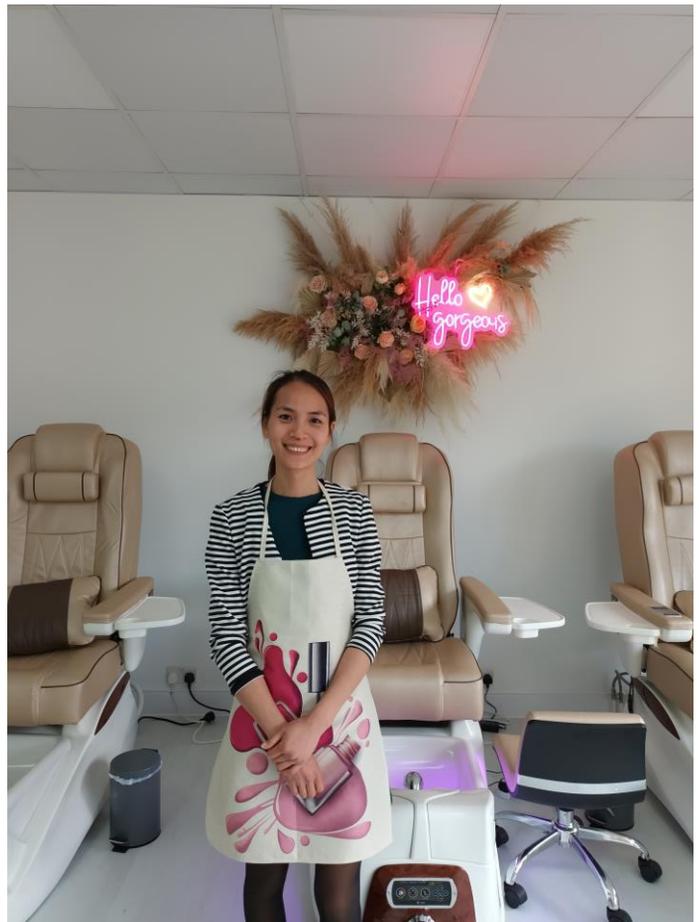
'As a refugee... it doesn't matter who you are because there's lots of opportunity. Follow your dream.'

Visit Posh Nails Fishponds

6 Straits Parade, Fishponds, BS16 2LA

Web: [Posh Nails Fishponds](#)

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how has this funding helped you to trade and achieve your goals?

Without this funding I wouldn't have been able to open the salon. I was working from home and couldn't run the business full time there. Now I'm here every day.

My family have been very supportive. My brother works here as a nail technician and I wouldn't have been able to start paying his salary straight away without this funding. It's also meant I could afford better materials and products since the signage, pedicure chairs and nail tables were covered by the grant.

A lot of people pop in to say they love how good the place looks and I couldn't have done that without support.

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