

## Growth is never by mere chance; it is the result of working well together

Actor Kevin James famously said, “There’s no better feeling in the world than a warm pizza box on your lap”.

And there’s nothing like that imagery to urge you into a business opportunity with gusto.

Of course, when Nicole and Nathan Meredith bought Lennox Head Pizza and Pasta seven years ago, they also expected their new venture to provide a lifestyle for their young family.

Little did they know, at the time, how much hard work they’d need to put in to turn it around and make it work. But the rewards have been worth it!

“Lennox Pizza and Pasta had been a pizza shop forever,” Canadian Nicole says. “The business was open five evenings a week, not earning much and the owner wanted out – he’d reached his use by date.”

“We took it over and, in six months, learned the ropes and how to run it. We’d both come from front-of house hospitality backgrounds, so we moved into the kitchen and overhauled all the existing systems and ingredients.”

“Then we decided to renovate the shop which really helped to make it more inviting. Soon after we offered our staff more hours so we could open for both lunch and dinner. It took a while for customers to catch on, but now our \$10 lunch menu is breath of fresh air.”

Lennox Pizza and Pasta is very much a family enterprise. Nathan cooks and runs the business day to day whilst Nicole fits in the bookwork, payroll, admin and purchasing around looking after their children.

They lean on Collins Hume for their tax and future planning for themselves, plus strategic planning for their business.

“It’s great working with [Chris Atkinson](#) who brings a younger insight into what we’re doing,” Nicole says. “And [Jamie Doyle](#) is fantastic - I email him with any questions or issues and he replies quickly with great advice.”

“We normally meet a couple of times a year plus strategic planning whenever we’re working on something. Collins Hume have a great manner. They speak to you so you understand in plain English. They know we have a young family so can relate to us.”

**“I appreciate as a mother that I only have so much time to do things so can’t be waiting around. Collins Hume gets that.”**

Seven years on Nicole and Nathan’s business offers ‘pizza so good you will lick the box’ using local and organic ingredients whenever possible. Underpinning their revamped business is all the groundwork they have done.

“We have got better at knowing the ebb and flow of busy times,” says Nicole. “I know when our expenses are coming which makes a huge a difference to cash flow. Getting my head around BAS has been hard but I’m getting better.”



Plus there have been highlights along the way including, Nicole says, having the freedom to make decisions and watch the business grow thanks to those decisions.

“You have pride from building something good and knowing we have a good reputation. Looking back, the first year was quiet and we didn’t know how much potential the business had – we were flying by seat of our pants to a degree.”

Nicole and Nathan can look back and see what they have built. But you have to spend money to make money.

“We learnt it all ourselves from day one, tweaked it, and it has grown and grown as a result,” says Nicole. “It has been hard work but we’re now at a point where it’s coming along.”

“We’ve just bought some land and a house. We spoke first with Collins Hume about our options and to point us in a direction. They have been awesome with us and have helped us along. Their quick response makes a huge difference.”

“You have to be open to earn money,” says Nicole. “If you’re not, you’re missing out.”

On top of expanding to a lunch menu and catering for most dietary needs, the business never stands still. Lennox Pizza and Pasta have also developed a very noticeable, quirky vehicle for their pizza delivery. Check it out at [lennoxheadpizzaandpasta.com](http://lennoxheadpizzaandpasta.com).

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