

# Grace Pemberton

## Junior Spa Therapist

VTCT Level 3 qualified beauty and spa therapist with 8 months of hotel spa experience. Delivered over 420 treatments including Swedish massage, ESPA facials, and hot stone therapy. Maintain a 68% client rebooking rate and a 4.7/5 average feedback score. Additional qualifications in hot stone massage and lash and brow treatments.

### SKILLS

Swedish & Deep Tissue Massage • Hot Stone Therapy • ESPA Facial Treatments • Electrical Treatments (Galvanic, High Frequency) • Indian Head Massage • Manicure, Pedicure & Gel Polish • Lash Lift & Brow Lamination • Client Consultation & Contraindication Assessment • Retail Product Recommendation • Treatment Room Preparation & Hygiene

### LANGUAGES

English (native)

### EXPERIENCE

Junior Spa Therapist, Titanic Hotel & Spa, Liverpool

Jan 2025 – Present

Delivering spa treatments in a 4 star hotel spa with 8 treatment rooms and a hydrotherapy pool.

- Delivered over **420 treatments** in 8 months: Swedish massage (35% of bookings), ESPA facials (25%), hot stone therapy (20%), and manicures/pedicures (20%)
- Maintained a **68% client rebooking rate** and a 4.7/5 average score on the spa's internal feedback system from 180 completed reviews
- Achieved **£2,800 in retail product sales** by recommending ESPA aftercare products during treatments and at the reception desk
- Performed **consultation assessments** for every client, checking contraindications, skin conditions, and treatment preferences before each session

Beauty Therapy Student (College Salon), Hugh Baird College – Training Salon, Liverpool

Sep 2023 – Dec 2024

Performed treatments on public clients in the college's commercial training salon as part of the VTCT Level 3 programme.

- Completed **180 assessed treatments** on paying clients including body massage, facial therapy, electrical treatments, and nail services
- Received an average client satisfaction score of **4.5/5** from college feedback forms
- Managed **own appointment diary** for 2 clinic days per week, booking clients and ensuring treatment rooms were prepared

### EDUCATION

VTCT Level 3 Diploma in Beauty Therapy, Hugh Baird College, Liverpool

Sep 2023 – Dec 2024

Completed with Distinction. Covered body massage, facial therapy, electrical treatments (galvanic, high frequency), Indian head massage, stone therapy, manicure, pedicure, and waxing.

- Practical assessments on **paying public clients** in the college commercial salon
- Theory modules: anatomy and physiology, contraindications, client care, and health and safety

GCSEs (6 grades 9-4), Litherland High School, Liverpool

Sep 2018 – Jun 2023

Included English (Grade 5), Maths (Grade 4), and Science (Grade 5).

### CERTIFICATIONS

VTCT Level 3 Diploma in Beauty Therapy, Hugh Baird College

Dec 2024

Hot Stone Massage (CPD Accredited), The Beauty Academy

Feb 2025

Lash Lift & Brow Lamination, The Lash Lounge Training Academy

Mar 2025

Level 2 Award in Food Safety (Spa Refreshments), Highfield Qualifications

Jan 2025

### REFERENCES

Louise Atherton, Spa Manager, Titanic Hotel & Spa, louise.atherton@titanichotel.co.uk, +44 7700 900 267

### EXTRA CURRICULAR ACTIVITY

Sefton Women's Running Group – Member

Jun 2024

Run with a local women's group twice a week along the Sefton coastal path. Completed the Liverpool Rock 'n' Roll 10K in October 2024 with a time of 52:18.