**CURRICULUM VITAE**

**BRIGU CHANDRA N **

**‘**Sreechithra PuthanVeettil (H), Nanminda (PO)

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***Objective Goal:***

To become an energetic and self- motivated professional by contributing my services constantly and developing my potential best to meet the standards set by the organization.

***Educational Qualifications:***

* Pursuing MBA Tourism & Hotel Management (Bharathiar University)
* BSc (Mathematics) (Calicut University)
* Higher Secondary Education (Govt. of Kerala)

***Technical Qualifications:***

1. DNYS (Diploma in Naturopathy and Yogic Science)
2. Diploma in Spa Management
3. Yoga TTC (Sivananda Yoga Vedanta Dhanwantari Ashram, Neyyar Dam)

***Feathers on my hat:***

* Best employee certification from Club Mahindra, Goa.
* Got prizes for the best service from Recure, Latvia.
* Conducted yoga class for Indian navy
* Took part in 5’s program – A Japanese program for workplace organization.

*Prior experiences*

1. Retreat Manager at Kare Ayurveda and Yoga Retreat, Pune since 2016.

* Networking management
* Conducting YOGA sessions (Iyengar Yoga) pranayama and meditation sessions.
* Staff development & Understand Profit and Loss and KPI’s targets
* Marketing promotions
* Supervise front and back office
* Held frequent employee meeting to discuss spa update policies, guidelines, and trends.
* Attend industry events and continuing education workshops
* Maintain own clients base of regular customers
* Recruited specialist in needed situations
* Motivate& lead the team to work hard & deliver customer satisfaction.
* Keep the MD informed about all the happenings.
* Complete responsibility of the team and handle any contingency that may arise during the operations.
* Maintains & enforces safety standard & procedure with the staff.
* Schedules work/repairs as needed with the all departments.

1. Retreat manager at Srishti Group 2014-2016.

* Training new staff and retraining of existing staffs to reach their maximum potential in spa therapies & Ayurveda treatments, Grooming, Communication & SOP.
* Conducting Yoga and Meditation sessions for the guest and staff.
* Preparation and scheduling of Spa &Ayurveda packages, generating more Revenue and selling aspect of Ayurveda retail products
* Coordinate all local purchase
* Oversee front and back office
* Prepare weekly store requisitions and intents
* Making P&L, MIS, Staff productivity and revenue reports.
* Effectively administer and monitor Staff Scheduling procedures.
* Demonstrate an exceptional level of professionalism for the staff to emulate.
* Create a motivating environment of sincerity, warmth and fun for staff and guests.
* Implement ongoing skills training to ensure service standards are being upheld.
* Create and maintain Staff Contracts, ensuring accuracy and compliance.
* Perform Staff Evaluation Reports with proposed action plans.
* Engage with guest on a regular basis and understand their requirements.
* Motivate & lead a team of therapists & other employees
* Scheduling of therapists
* Understand the needs and aspirations of the therapists and attend to them.
* Motivate them to work hard and deliver customer satisfaction
* Assist the career progression of the therapists & other employees
* Ensure adherence to service levels and standard operating procedures of the center
* Ensure adherence to all standard operating procedures
* Maintain required high level of hygiene and cleanliness
* Conduct quality audits

1. Had been working as Spa administrator and yoga specialist (from April 2012 till Dec 2013) in SIA NCL in Latvia, Europe.

* Train and educate staff about Spa, Ayurveda, yogic and naturopathic treatment modalities
* Managed day-to-day operations, including reception, client interactions, roster, and requisitions
* Supervised stock and inventory
* Produced daily and monthly sales reports.
* Handled guest complaints and feedback forms.
* Developed new monthly treatment packages to increase sales
* Conducting Yoga and Meditation Sessions
* Member of the team launched.
* Ensure equipment is maintained in good working order.

1. Worked in Club Mahindra Holidays, Goa as a Spa Administrator from the period of Jan 2010 till Nov 2011

* Produced daily and monthly sales reports.
* Handled guest complaints and feedback forms.
* Developed new monthly treatment packages to increase sales
* Managing staff roster & guest booking.
* Supervised stock and inventory.

***Computer Skills:***

* Efficient in Microsoft Office Applications-Word, Excel and PowerPoint
* Knowledge in IDS PMS-4

***Reference:***

Dr.Sajin Philip

Managing director,

Srishti concepts.

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