

Mr. Ajoy Biswas

**E Mail**: [ajoy.biswas09@yahoo.com](mailto:ajoy.biswas09@yahoo.com) / ajoy.biswas09gmail.com

**Personal: +966571690804**

**Director of Spa**

**A BRIEF OVERVIEW**

* Yoga Instructor
* Developing SOP & Core policy
* Leadership Skills
* Strategic Planning
* skill
* Grooming
* Engagement activities
* Event organization
* Budgeting & Cost Control
* Pricing Strategies
* Daily Reports
* Quality Control
* Customer Satisfaction
* Training and Development
* Inventory Control
* Procurement & Sourcing
* Liaising & Coordination
* Health, Hygiene & Safety
* Performance Management
* Recruitment & Trainings
* Monthly Targets
* Resource Optimization
* A dynamic professional with more than **13 years** of rich multi-cultural and global experience in Operations and Development.
* Comprehensive experience in managing Spa operations including Grooming menu-planning, monitoring Inventories, Regular checks on the quality of treatment done by therapists.
* Creating procedures, service standards, operational policies and guidelines for maintaining quality & hygiene quality standards with clear understanding
* Profound sensitivity to multinational cultures & consumer behavior with skills in interacting with customers from different nationalities, meeting their requirements through efficient customer handling skills &molding plans according to their feedbacks.
* Developed competency in developing SOPs as well as establishing a performance-driven culture that ensures accountability and personal ownership, training the juniors & developing service standards & operational policies for business excellence.

**Organizational Experience**

**Director of Spa (Present)**

**Narcissus hotel and spa (Saudi Arabia Riyadh)**

**Spa Name: Narci spa**

**Spa Size: 10000 Sqmt**

**Team size: 35 Staff Spa facility: 8 rooms,12 spa suits , 2 Fitness center, 2 wet area with 4 Jacuzzi, 1 indoor pool, unisex salon, Yoga Class etc.**

**Spa & Recreation Manager**

**Le meridian hotel (pre-opening )**

**Spa Name: LE Spa**

**Spa Size: 57000 Sqft**

**Team size: 25 Staff Spa facility: 8 rooms, Fitness center, 2 wet area with 4 Jacuzzi, 1 indoor pool, unisex salon, Yoga Class etc.**

**Key product: Clarins**

**Spa & Recreation Manager**

**Saj Resort,(pre-opening)**

**Urban Nirvana Wellness,(Mahabalashwar):-**

**Spa Name: Escenza Spa**

**Spa Size: 13000 Sqft**

**Team size: 18 Staff**

**Spa facility: 10 rooms,1 Swimming Pool, Fitness center etc.**

**Key product: Thalion, Forest Essentials, Jun Jacobes.**

**Evolve Wellness Salon and Spa,(pre-opening)**

**(Sonipath ,panipath , Rothak):- Spa & Salon Manager**

**Vibes health care PVT ltd(Kolkata) :**

**Spa and Physiotherapist (Mar 2004-July 2009)**

**IT Exposure :**

Diploma in Computer Applications PC operation entailing Basic, Windows-2000, Office-2000, MS-Power-Point, MS-Excel, MS-Word & Internet. Software like , Micros, opera and Zenoti,Inky

**Professional Courses**

•PHYSIOTHERAPY (WEST BENGAL STATE COUNCIL OF TECHNICAL EDUCATION)

•CERTIFICATE IN YOGA (WORLD YOGA SOCITY KOLKATA)

•SCIENTIFICAL MASSAGE MASTER THERAPY (WORLD YOGA SOCIETY KOLKATA)

•TEACHERS TRAINING (WORLD YOGA SOCITY)

**Education**

•Passed Class 10th under WBBSE 2000

•Passed H.S. under WBCHSE 2002

•Graduated in B.com. from C.U. in 2005

Address Saudi arabia ,Riyadh

Date of Birth : 01/10/1984.

Marital Status : Married.

Nationality : Indian

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**Leisure Activities : Yoga, Hockey, Football, Fitness, Swimming, Athletic.**

**Reference**

**Date :**

**Place : Saudi Arabia , Riyadh**