

Mitali Khosla

HR Manager International

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Languages

English

About

A hospitality graduate working towards M.Sc(International Human Resource Management-CIPD 7) with a people first mindset, hoping and learning to work towards equal, diverse and inclusive work environment and help organizations be fair places of work as well as profit

BRANDS WORKED WITH

British Airways

Jet Airways

PSK-Sarovar

Experience

● Office Manager

PSK-Sarovar | Nov 2019 - Mar 2023

Key Result Areas:

- Responsible for Training & Development process, for all new hires, thereby ensuring high quality Orientation & On boarding experience.
- Training of all IDP candidates for next level
- New product launch and execution as per brand standard
- Reported the supervisors on serious issues and imparted training in first aid procedures.
- Partnering with HR in hiring new employees for Operations
- Quarterly store team training on new process and refresher training.
- Conducting SOP audit for reporting observations.
- Maintaining an accurate HR data base with employee information.

PREVIOUS EXPERIENCE



● International Cabin Crew

British Airways | Aug 2008 - Oct 2019

Key Result Areas:

- Adhered to high service standards and contributing to guest' in-flight experience
- Bagged training in business and first-class service of the finest foods and beverages
- Assessed safety and security in the cabin before the flight takes off
- Reported the supervisors on serious issues and imparted training in first aid procedures
- Conducted current and ongoing strategic assessments of business-wide training & development programs and initiatives
- Interfaced with process managers to understand all necessary aspects and needs of training, and ensured they are fully informed of the training and development objectives, purposes and achievements
- Measured training outcomes and reviewed the quality of new curriculums for modification and budget alignment

● IELTS Trainer

| Feb 2007 - Mar 2008

Highlights:

- Boosted their general English ability, by facilitating students to practice using various resources
- Developed lesson plan and delivered lessons to improve students' reading, writing, and conversing skills
- Assigned activities to facilitate students' consolidation of learning material
- Utilized a consulting model (needs assessment, design/develop solution, implement, and evaluate) to provide a project lead for company-wide initiatives



● Junior Flight Stewardess

Jet Airways | Aug 2006 - Jan 2007

INTERNSHIP

- Industrial Exposure at "The Oberoi Rajvilas" Jaipur with core areas in food and beverage service and front office

Education & Training

- **DR AMBEDKAR INSTITUTE OF HOTEL**
B.Sc.(Hotel Management),
- 2006 ● **Management, Catering & Nutrition**
IGNOU,
- 2021 ● **SCHOOL**
People Analytics-The,
- 2021 ● **Wharton School**
Certified in,