

# Kshitij Kitkule

Unit 105, 15-25, Regent St,

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## **Career Objective:**

To pursue a challenging career in the Food and Beverage department of the hospitality industry and to gain immense experience and knowledge regarding the industry as a whole keeping in mind the success of the organization while also contributing my level best to the growth of the company.

## **Industry Experience:**

### RESTAURANT MANAGER

Jubilant FoodWorks India Ltd. (Domino's Pizza and Dunkin Donuts')

Period: July 2014 to October 2015

- Managed 3 Restaurant's for Jubilant in a period of 1 year and 3 months.
- Achieved Highest Sales Target for 1 restaurant.
- Youngest Restaurant Manager for Jubilant FoodWorks India.
- Managed a maximum team of 48 staff and always lead with example.
- Worked in operations along with my team whenever possible.
- Created moments of delight for guest's over the phone and over the counter as well.
- Created a Customer Centric Model to focus on Guest Service.
- Personally trained my Guest Service Representative's to deal and interact with guests.

### INDUSTRY TRAINEESHIP

Grand Hyatt, Mumbai, India.

Period: July 2012 to October 2012

- Food and Beverage Attendant
  - Provided high quality service at the Italian Speciality Restaurant 'Celini'.
  - Gained a lot of knowledge on Italian Cuisine.
- Airport Services (Front Office)
  - Worked as Guest Service Executive for airport services.
  - Successfully received and escorted VIP guests from the airport to the hotel.
- Housekeeping
  - Worked as a Runner in the Housekeeping Department.
  - Gained knowledge about the co-ordination between Front Office and Housekeeping department.

- Commissary (Kitchen)
  - Worked with a lot of experienced chef's in the Pre-preparation kitchen.
  - Awarded 3 Hystars for notable performance during the kitchen phase.

### **Education:**

- **Master's in International Hotel Management** (Present)  
Blue Mountains International Hotel Management School, Sydney.
- **Bachelor of Science in Hospitality and Hotel Administration** (May 2014)  
Institute of Hotel Management, Mumbai, India.

### **Research:**

- Carried out an extensive group research on the topic 'A study of Aesthetic Discrimination of Employees in the Hospitality Industry' during final year of my graduation.
- Awarded 'Best Research Group' and secured 3<sup>rd</sup> place individually in the entire batch.

### **Training:**

- RSA Training, New South Wales.

### **Languages:**

- English- Fluent.
- Hindi- Fluent.
- Marathi- Fluent.

### **Extra-Curricular Activities:**

- Managing Restaurant Setups, Food and Beverage Service and Overall running of the Restaurant for college functions during graduation.
- Participated in various Drama Competitions at different levels and won Gold Medal at 'Natya Samskar Kala Academy' for acting.
- Visited a lot of National Parks and underwent treks to various forts in India for the love of Wildlife and Nature.

## **References:**

- **Chef Vernon Coelho**  
HOD, Food Production, IHM Mumbai.  
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- **Mr. Kapil Sampat**  
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