

# DISKET LHAMO

Current address: St Helena, Napa Valley, California,  
Nationality: Indian  
Email: [Disketlhamo@lesroches.ch](mailto:Disketlhamo@lesroches.ch)  
Mobile: +1(707-997-0835)  
LinkedIn: [www.linkedin.com/in/](http://www.linkedin.com/in/)

## OBJECTIVES

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I am actively seeking a job opportunity in the Food and Beverage department in the Hospitality industry where I can utilize my hands-on experience and exceptional hospitality skills and aim to grow along with the organization's development. I'm available **from May 2023**.

## EDUCATION

Sep 2021 – Oct 2022 **Les Roches Global Hospitality Education**, Bluche, Switzerland  
*Postgraduate Diploma in Global Hospitality Management*

JUN 2017 – SEP 2020 **Institution of Hotel Management**, Bangalore, India  
Bachelor of Science in Hospitality & Hotel Administration

## WORK EXPERIENCE

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April 2022 – Present

### **Meadowood Napa Valley, California.**

F&B trainees (37 rooms; 2 F&B outlets)

- Oversee food preparation and all the matters of a patron's dining experience, such as inventory, quality control, staff management, hygiene and safety regulations, and customer service.
- Ensure smooth day-day operation of the restaurant.
- Support the F&B manager in any required task.
- Have worked with management to open a new restaurant successfully.
- Resolve customer complaints about food quality and service and ensure the facility meets the safety regulations and health codes.
- Administer opening and closing procedures.
- Responsible for managing guest satisfaction and providing a happy environment.
- Worked closely with human resource managers in training and mentoring staff members.
- Delegating where necessary and ensuring the team is proactive all the time.
- Complying with food handling and hygiene standards.

Dec 2020 – Aug 2021

**The Abduz Hotel, Ladakh, India**

F&B Associate (42 rooms; 1 F&B outlet)

- Managed 80+ customer orders per day, increasing fulfillment rate to 95%
- Assisted Sous Chef & Executive Chef in food preparation.
- Drove the initiative on plate presentation & portion check, reducing overall food wastage by 25%

Jun 2018- Oct 2018

**JW Marriott, Pune, India**

Cross-training between all operational departments (415 rooms; 9 F&B outlets)

- Created drinks menu for 2+ cocktail events.
- I have completed four months of training in Food and Beverages, Food production & housekeeping department.

**ACHIEVEMENTS**

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- Certificate of Merit in WEAT (Wine Education, Appreciation & Tasting) intermediate level
- Member of a local NGO (SKARCHEN) working in the women empowerment vertical
- Conducted camps in 5+ villages of Ladakh and counseled 100+ individuals on girl education.
- We liaised with SHGs in conducting workshops for developing skills for better employment opportunities.
- Participated in NCC (National Cadet Corps) and passed the certification exam with an A grade.
- Received top grade and appreciation from the Head of the F&B department at JW Marriott

**LANGUAGES**

English/Hindi      Fluent

**COMPUTER SKILLS**

Microsoft Office (Word, Excel, PowerPoint)

**INTERESTS**

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Singing, Dancing, Hiking, Reading, Painting, and Cooking.

References are available upon request.