

**Douglass Denard Miller**  
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**Education:**

University of Nevada, Las Vegas, Las Vegas, NV  
[January 2013 - December 2014]

Masters of Hospitality Administration awarded December 2014

State University of New York, Empire State College, Saratoga, NY  
[January 2009 - July 2010]

Bachelor of Science Degree in Gastronomy awarded July 2010

The Culinary Institute of America, Hyde Park, NY [November 1987 - June 1989]

Associate Degree of Occupational Studies in Culinary Arts awarded June 1989

**Professional Certifications:**

- Certified Sake Advisor, Sake School of America, January 2021
- Cicerone Certification Program, Certified Beer Server, July 2014
- Court of Master Sommeliers, Introductory Level Sommelier, April 2011
- Society of Wine Educators, Certified Specialist of Spirits, July 2009
- Certified Bartender, The United States Bartenders Guild, April 2009
- Certified Hospitality Educator, American Hotel and Lodging Educational Institute, 2008
- BarSmarts by Pernod Ricard U.S.A., Advanced Certification, October 2008

**Industry Outreach:**

Board Member, Michael James Jackson Foundation for Brewing and Distilling, June 2024 ~ present

External Board Member, Court of Master Sommeliers, Americas February 2022~ present

Board Member, Best USA Sommelier Association (BUSA) ~ January 2021 ~ present

Board Member, Culinary Institute of America Alumni Association March 2018 ~ present

Mentor, Brewers Association Mentorship Program March 2021 ~ March 2022

**Academic and Teaching Experience:**

Cornell University, School of Hotel Administration, College of Business – Ithaca, NY

Senior Lecturing Instructor, 7/23 – present

Courses Taught, 08/16 - present:

- HADM 3350 Restaurant Management
- HADM 4370 Seminar in Quality Brewing and Fine Beer

**Academic and Teaching Experience *continued*:**

- HADM 4374 Brewed: History, Culture, and Production
- HADM 4375 Introduction to Fermented Grains, Hard Cider, and Sake

**AB InBev Brewers Collective Leadership Program**

- Catering and Event Management

**Anheuser-Busch Professional Development Program**

- Beverage Management July 2019
- Beverage Management June 2017

**Curriculum Development:**

- HADM 4374 Brewed: History, Culture, and Production
- HADM 4375 Introduction to Fermented Grains, Hard Cider, and Sake

**The Culinary Institute of America - Hyde Park, NY**

Professor, 6/2015 – 7/2016

Associate Professor, 06/13 - 6/15

Assistant Professor, 06/10 - 06/13

Lecturing Instructor, 12/07 - 06/10

**Courses Taught**

- MGMT 450 - Foodservice Management
- HSBV 300 - Spirits and Principles of Mixology
- HSBV 305 - Beverage Operations Management
- HSBV 340 - Brewed: History, Culture, and Production
- HSBV 404 - Advanced Wines
- HOSP 240 - Wine Studies
- HOSP 250 - Contemporary Hospitality and Service Management
- HOSP 255 - Formal Hospitality and Service Management
- BPSE 312 - Global Cuisines and Cultures, Italy
- BPSE 313 - Global Cuisines and Cultures, Spain
- BPSE 305 - Arts and Science of Brewing

**Curriculum Development:**

- BPSE 305 - Arts and Science of Brewing, co-developed
- HSBV 340 - Brewed: History, Culture, and Production, developed
- HSBV 300 - Spirits and Principles of Mixology, developed
- HSBV 305 - Beverage Operations Management, co-developed

**The Culinary Institute of America, Industry Consulting, Hyde Park, NY**

- Hershey's Chocolate Food Reiteration, June 2016, Beverage and Product Development
- Skippy Peanut Butter Food Reiteration, May 2016, Beverage Development
- Wendy's Food Reiteration, June 2014, Beverage Development

**Academic and Teaching Experience *continued*:****The Culinary Institute of America - Hyde Park, NY**

- ProChef Level III, March 2008, July 2014, January 2016, Judge candidates on the ability to pair food and wine.
- Exceptional In-Flight Service Class, May 2012, Trained private flight attendants on service
- Wines 101 with Chipotle Grill, June, 2008

**eCornell:****Courses Taught:**

SHA 665, Beer Essentials, eCornell online course  
 SHA 661, Beer Ingredients and Production, eCornell online course  
 SHA 662, Beer Styles, eCornell online course  
 SHA 663, Establishing a Beer Program, eCornell online course  
 SHA 664, Beer Sales and Training, eCornell online course

**Curriculum Development:**

SHA 661, Beer Ingredients and Production, eCornell online course, November 2019  
 SHA 662, Beer Styles, eCornell online course, November 2019  
 SHA 663, Establishing a Beer Program, eCornell online course, February 2020  
 SHA 664, Beer Sales and Training, eCornell online course, February 2020

**Academic Service:**

SC Johnson College of Business, Faculty Mentor, Soojin Lee, August, 2022

SC Johnson College of Business, Student Graduation Video, May, 2020

Cornell University, S.C. Johnson College of Business, Nolan Hotel School, Faculty Policy Committee, Fall 2019 – present

Cornell University, S.C. Johnson College of Business, Nolan Hotel School, Faculty Advisor, Mosaic Hospitality Association, Hotel School Chapter, May 2025 - present

Cornell University, S.C. Johnson College of Business, Nolan Hotel School, Faculty Advisor, National Society of Minorities in Hospitality, Hotel School Chapter, Spring 2019 – May 2025

Cornell University, S.C. Johnson College of Business, Nolan Hotel School, Admissions Committee, Fall 2018 - present

Cornell University, S.C. Johnson College of Business Search Committee, Lecturer, Spreadsheet Modeling and Programming, Fall 2017

Event coordinator, The Hotel School, Cornell University Presidential Inauguration Street Fair, August 2017

**Student Engagement:**

Cornell Nolan Hotel School Admissions Information Session Fall 2022 – Present

Pre-Freshman Program (PSP), Summer 2018 – 2024

NAF Academy of Hospitality, Virtual Panel Discussion, November 2021

Laboratory School of Finance and Technology [Bronx] Virtual Presentation November 2021

Columbia Heights Educational Campus [Washington, DC] Virtual Presentation November 2021

Alonzo And Tracy Mourning Senior High School [Miami] Virtual Presentation, October 2021

Career Exploration with West Prep Academy [New York City] Virtual Presenter, January 2021

Career Trek with Nolan Career Management [New York City] January 2020

**Beverage Judging:**

- Taste of NY Governor's Cup Craft Beer Competition, February 2025, Judge
- Great American Beer Festival, October 2024, Judge
- Marriott Masters of the Craft, September 24, Judge
- Taste of NY Governor's Cup Craft Beer Competition, February 2024, Judge
- Great American Beer Festival, September 2023, Judge
- Taste of NY Governor's Cup Craft Beer Competition, February 2022, Judge
- Taste of NY Governor's Cup Craft Beer Competition, August 2021, Judge
- Taste of NY Governor's Cup Craft Beer Competition, February 2019, Judge
- Taste of NY Governor's Cup Craft Beer Competition, July 2018, Judge
- Taste of NY Governor's Cup Craft Beer Competition, July 2017, Judge
- Ultimate Spirits Challenge, March 2015, Judge

**Alumni Engagement:**

Cornell University Alumni Association Alumni Tour, Cleveland, OH, Columbus, OH, Pittsburgh, PA, October 2025

Cornell Hotel Society Alumni Event, Dinner, CHS Global Dinner New York, November 2024

Cornell Hotel Society Alumni Event, Presentation, Dallas Chapter, June 2024

Cornell Hotel Society Alumni, EMEA Conference, Dubai, March 2024

Cornell Hotel Society Alumni, EMEA Conference, Co-Presenter, Amsterdam, March 2023

Cornell Hotel Society Alumni Virtual Event, Atlanta, December 2020

**Alumni Engagement *continued*:**

Cornell Hotel Society Alumni Virtual Event, Presentation, National Chapter, May 2020  
 Cornell Hotel Society Alumni Event, Presentation, Chicago Chapter, November 2019  
 Cornell University Alumni Association,” Cornelians in the Vineyard” Presentation, August 2019  
 Cornell Hotel Society Alumni Event, Presentation, Denver Chapter, April 2019  
 Cornell Hotel Society Alumni Event, Presentation, Portland Chapter, August 2017  
 Cornell Hotel Society Alumni Event, Presentation, Philadelphia Chapter, March 2017  
 Cornell Hotel Society Alumni Event, Presentation, Las Vegas Chapter, November 2016

**Webinars and Podcasts:**

eCornell, Panelist, Get Your Drinks Menu Dialed!, August, 2024  
 eCornell, Moderator, The Perfect Match, Pairing Beer With Food, October 27, 2022  
 eCornell, Moderator, Brewing a Better Way; The Next Chapter in Beer Service, June 21, 2021  
 eCornell, Moderator, The Diverse Culinary Family; Representation, Identity and Inclusivity, February 11, 2021  
 eCornell, Moderator, The New Norm for Breweries, Safety, Quality, and Fresh Opportunities, May 28, 2020  
 Cornell Cooperative Extension, Speaker, Cornell Hard Cider PWT Virtual Office Hours: The Marketing Edition, May 21, 2020  
 eCornell: Host, Back on Tap – Strategizing the Reopening of Your Taproom or Brewpub, Webinar, May 6, 2020  
 Cornell University, S.C. Johnson College of Business, Hotel School, Host, Cornell Days Webinar, Host, April 16, 2020  
 Ithaca Chamber of Commerce, Host, A Discussion about Foodservice Operations: Ideas on How to Navigate in the Novel Coronavirus (Covid-19), March 25, 2020

**Conference and Lecture Presentations:**

Nolan School of Hotel Administration, May 2025 [New York, NY] Presentation Sips of Sustainability: Tackling Climate Costs from Farm to Bottle  
 Association de la Sommellerie Internationale, Best Sommelier of the Americas, February 2025 [Sonoma, CA] Facilitator

### **Conference and Lecture Presentations, *continued*:**

Court of Master Sommeliers-Americas, Master Sommelier Theor Exam, April, [Portland, OR]  
Facilitator

Andrea Robinson, June 2025 [] Roundtable Discussion on Finger Lakes Wine

Marriott International, April 2024 [Bethesda, MD] Interviewed by Matthew Von Ertfelda,  
“Marriott International Artsan Series”

Food Educational Fund, Department of Education, New York City, April 2024 [New York, NY]  
Presenter “Taste of Tomorrow Hospitality Career & College Expo”

Mary M. Pillsbury Institute for Hospitality Entrepreneurship Roundtable, March 2024 [Ithaca, NY]  
Roundtable “Restaurant Technology Roundtable”

Great American Beer Festival, September 2023 [Denver, CO] Presenter “Beer and Chocolate  
Pairing”

Craft Brewers Conference & Brew Expo America, May 2022 [Minneapolis, MN] Co-presenter,  
“Leveraging Technology to Enhance the Guest Experience”

New York State Brewers Association Conference, March 2022 [Albany, NY] Presenter,  
“History of Hard Seltzer”

National Society of Minorities in Hospitality Conference, February 2022 [Daytona Beach, FL]  
Panelist, “Is Grad School for You”

CiderCon, American Cider Association, February 2021 [Virtual] Panelist, “Malus Busters”

The Culinary Institute of America, Brew U, October 2019 [Hyde Park, NY] Presenter, “Beer and  
Chocolate”

Great American Beer Festival, September 2019 [Denver, CO] Presenter “Play with your Food”

SC Johnson College of Business, Cornell University, The Business of Food, “3<sup>rd</sup> Craft Beer  
Roundtable” May 2019 [Ithaca, NY] Chairperson

Craft Brewers Conference & Brew Expo America, April 2017 [Denver, CO] Co-presenter,  
“Everything Service: Skills, Training, Styles, Staffing & Profit”

The Culinary Institute of America, Brew U, October 2018 [Hyde Park, NY] Presenter, “Why  
Dates Matter”

National Society of Minorities in Hospitality, Regional Conference, Cornell University, October  
2018 [Ithaca, NY] “When Given Lemons”

The Chocolate Conservatory, Harvard University, Fine Cacao and Chocolate Institute, October  
2018, [Cambridge, MA] Co-presenter, “The Specialty Beverage Industry”

### **Conference and Lecture Presentations *continued*:**

SC Johnson College of Business, Cornell University, The Hotel School, “Opportunities and Challenges in Community-Based Hospitality Education Roundtable,” September 2018 [New York, NY], Session Co-facilitator, Participant

Great American Beer Festival, September 2018 [Denver, CO] Presenter “Beer and Chocolate Pairing”

SC Johnson College of Business, Cornell University, The Business of Food , “2<sup>nd</sup> Craft Beer Roundtable” April 2017 [New York, NY] Chairperson

Craft Brewers Conference & Brew Expo America, April 2018 [Nashville, TN] Co-presenter, “Society of Beer Educators”

Cornell Recent Advances in Viticulture and Enology Conference, College of Agriculture and Life Sciences, Cornell University, November 2017 [Ithaca, NY], Presenter “Spent Grains the Triple Play”

Great American Beer Festival, October 2017 [Denver, CO] Co-presenter with Saranac Brewery, “Craft Chips with Craft Beer”

SC Johnson College of Business, Cornell University, School of Hotel Administration, Center for Hospitality Research, “Craft Beer Roundtable” April 2017 [Ithaca, NY] Chairperson

Craft Brewers Conference & Brew Expo America, April 2017 [Washington, DC] Co-presenter, “Openings and Expansions: Building The Team for Long-term Success”

Cornell University, School of Hotel Administration, CHR Food and Beverage Entrepreneurship Roundtable, October 2016 [Ithaca, NY] Participant and Session Facilitator

The Culinary Institute of America, The Menus of Change: The Business of Healthy, Sustainable, Delicious Food Choices, June 2016 [Hyde Park, NY] Co-presenter, “Barley, the Triple Play”

Craft Brewers Conference & Brew Expo America, April 2016 [Philadelphia, PA] Co-presenter, “Beer and Food Boot Camp for Brewpubs and Brewery Restaurants”

Nightclub & Bar Convention & Trade Show. March 2016 [Las Vegas, NV] Co-presenter, “Creating a Culture of Better Service”

Cornell University, School of Hotel Administration, CHR Food and Beverage Entrepreneurship Roundtable, October 2015 [Ithaca, NY] Participant and Session Facilitator

Hudson Valley Beer, Wine, Sprits and Cider Summit 2.0, October 2015 [Hyde Park, NY] Cocktail Demonstration, “How Cold Can You Get”

Tales of The Cocktail, July 2015 [New Orleans, LA] Co-Presenter, Spirited Lunch “Armagnac”

SAVOR: An American Craft Beer & Food Experience, June 2015 [Washington, DC] Presenter, “Hops in Food”

### **Conference and Lecture Presentations, *continued*:**

CIA Beverage Symposium, May 2014, 2015 [Hyde Park, NY] Creator, Facilitator

20<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference In Hospitality and Tourism, January 2015 [Tampa, FL] Poster Session, “Demand for Beer Made on Site in Restaurants.”

The Distinctly Dutchess Tasting Tour & Seminar, November 2014 [Dutchess County]  
Co-creator with Dutchess County Tourism

Hudson Valley Beer, Wine, Spirits and Cider Summit 2.0, October 2014 [Hyde Park, NY]  
Cocktail Demonstration, “Bounty of the Hudson Valley Cocktail”

Hops 101 Workshop, Cornell Cooperative Extension, Dutchess County, August 2014  
[Millbrook, NY] Presenter, “Cooking with Hops”

Tales of The Cocktail, July 2013 [New Orleans, LA] Co-Presenter, Spirited Lunch “The 3  
Martini Lunch”; Co-Presenter, “Fun with Hydrocolloids”

The Manhattan Cocktail Classic, May 2013 [New York, NY] Presenter, “Sodas”

Tales of The Cocktail, July 2012 [New Orleans, LA] Co-Presenter, “New Year’s Eve 1919, The  
Eve of Prohibition”

The Manhattan Cocktail Classic, May 2012 [New York, NY] Presenter, “The End of  
Prohibition”

Foodservice Educators Learning Community Annual Summit, March 2012 [Charlotte, NC]  
Presenter, “When Given Lemons, Make Lemonade”

Tales of the Cocktail Conference, July 2011 [New Orleans, LA] Co-Presenter, “Food and  
Cocktails Entwined”

International Restaurant & Foodservice Show of New York, March 2010 [New York, NY]  
Co-Presenter, “The Bar Loves the Kitchen; Culinary Cocktails”

Center for the Advancement of Foodservice Education (CAFÉ), June 2009 [Hyde Park, NY]  
Presenter, “Beer”; Presenter, “Tableside Service”

16th Annual National Conference of Popular Culture Association & American Culture  
Association, April 2009 [New Orleans, LA] Panelist, “Food and Culture: A Roundtable from  
The Culinary Institute of America”; Presenter, Farm to Table Micro Distillation

Grand Marnier Mixology Summit, April 2009 [Vail, CO] Drink Presentation

Santé Conference, June 2008 [Manchester, VT] Co-Presenter, “Bridging Fine Foods &  
Beverages”

Grand Marnier Mixology Summit, March 2008 [Vail, CO] Drink Presentation



### **Conferences and Lectures Attended:**

Mosaic Hospitality Association, October 2025 [Bethesda, MD] Attendee with students

Black Leadership in Hospitality, March 2025 [New York, NY] Attendee with students

National Society of Minorities in Hospitality, February 2025 [Reston, VA] Attendee with students

National Society of Minorities in Hospitality, October 2024 [Savannah, GA] Attendee with students

National Society of Minorities in Hospitality, February 2024 [Houston, TX] Attendee with students

National Society of Minorities in Hospitality, October 2023 [Ithaca, NY] Host School

Court of Master Sommeliers-Americas, Master Sommelier Certification, August 2023 [Houston, TX], Support team

National Society of Minorities in Hospitality, October 2023 [Miami, FL] Attendee with students

Court of Master Sommeliers-Americas, Master Sommelier Certification, August 2022 [Portland, OR], Support team

National Association of Black Hotel Owners, Operators, & Developers, July 2022 [Miami, FL], Attendee with students

National Society of Minorities in Hospitality, February 2020 [Houston, NY] Attendee with students

National Society of Minorities in Hospitality, Regional Conference, Temple University, October 2019 [Philadelphia, PA] Attendee with students

Beverage Educators Summit and Roundtable, May 2019 [Boulder, CO] Attendee

National Society of Minorities in Hospitality, February 2019 [Atlanta, GA] Attendee with students

National Society of Minorities in Hospitality, February 2018 [Chicago, IL] Attendee with students

National Society of Minorities in Hospitality, February 2017 [Jacksonville, FL] Attendee with students

Banfi Vintners' Scholastic Trip to Italy, June 2012 [Tuscany, Italy] The Culinary Institute of America Faculty Representative

Tales of the Cocktail Conference, 2009-2011 [New Orleans, LA] Industry/ Educational Advisor

**Awards:**

Faculty Teaching Recognition Award - Second Year Core Spring, Cornell Nolan School of Hotel Administration, June 2025

2025 New York State Brewers Association Support of the Industry Award, Albany, March 2025

Ted Teng Teaching Award for the AY 23-24 academic year

2023 New York State Brewers Association Support of the Industry Award with Marck Sorrells, Gary Bergstrom, Albany, NY, March 2023

2019 eCornell Trailblazer Award, Ithaca, NY, December 2019

2014 The Culinary Institute of America Faculty Member of the Year, Hyde Park, NY, March 2015

The Culinary Institute of America Gold, Creativity and Innovation Award, Hyde Park, NY, First Quarter 2015

Winner, Pallini Limoncello, Saveur Test Kitchen Cocktail Competition, New York City, NY, May 2014

CIA Exceptional Club Advisor, Hyde Park, NY, Spring 2013

Second Place, Drambuie, U.S. National Cocktail Competition, New Orleans, LA, July 2013

Third Place, United States Bartenders Guild, Four Roses Bourbon Magic City Cocktail Competition, New York, NY, March 2013

Second Place “Gilky” Pama Pomegranate Liquor, United States Bartenders Guild Cocktail Competition, New York City, NY, November 2012

Third Place “Charlie’s Elixir” Drambuie, U.S. National Cocktail Competition, New Orleans, LA, July 2012

**Media:****Books**

- Lapis, Diane, Peck-Davis, Anne, *Cocktails Across America: A Postcard View of Mid-Century Cocktail Culture*, Countryman Press, Woodstock, VT, May 2018 Print, Wrote Forward
- Content Reviewer and Photography Consultant, *Remarkable Service: A Guide to Winning and Keeping Customers for Servers, Managers, and Restaurant Owners*. Hoboken, NJ: John Wiley & Sons, 2009. Revised 2014 Print

**Media, continued:****Podcast/Web Series**

- With Peter Karpinski, Pyramid Global, “The Future of Hospitality. Technology, Trends, and Consumer Behavior Shifts” November 7, 2025  
Hospitality <https://ecornell.cornell.edu/keynotes/view/K110725/>
- Wofford, Chris, Host “Get Your Drinks Menu Dialed In” Cornell Keynotes, eCornell, August 22, 2024 <https://ecornell.cornell.edu/keynotes/view/K082224/>
- Wofford, Chris, Host “Holiday Drinks to Dazzle You Guests” Cornell Keynotes, eCornell, December 15, 2023 <https://cornell-keynotes.simplecast.com/episodes/p120523>
- Curran, Sarah Jane, host “Beer me 2nd year Anniversary Show!” Beer Me! Full Service Radio, January 2020 <https://beerme.simplecast.com/episodes/beer-me-2nd-year-anniversary-show>
- Ober, Luran, host “Schlitz Beer Goes Bad, then Worse”, Spectacular Failures, American Public Radio, 1, July, 2019  
<https://www.spectacularfailures.org/episode/2019/07/01/schlitz-beer-goes-bad-then-worse>
- Curran, Sarah Jane, host “Teaching Beer with Doug Miller” Beer Me! Full Service Radio, February 2018 <http://beerme.fullserviceradio.org/f007e6c0>
- Wofford, Chris, “HOSP Beer!” eCornell Web Series, February 2018

**Interviews**

- Reiley, Laura, “As US Craft Beer Industry Goes Flat, NYS Bubbles with Optimism” Cornell Chronicle, 21, Nov. 2024 <https://news.cornell.edu/stories/2024/11/us-craft-beer-industry-goes-flat-nys-bubbles-optimism>
- Jones, Jason, “Kentucky Derby’s Mint Julep: A cultural Staple with 19th-Century History, Creativity” The Athletic, 3 May. 2024,  
<https://theathletic.com/5466088/2024/05/03/kentucky-derby-mint-julep-tradition/>
- Fromme, Allison, et al. “Nonalcoholic Drinks with Complex Flavors Top NYE Trends.” Cornell Chronicle, 13 Dec. 2023, [news.cornell.edu/stories/2023/12/nonalcoholic-drinks-complex-flavors-top-nye-trends](https://news.cornell.edu/stories/2023/12/nonalcoholic-drinks-complex-flavors-top-nye-trends).
- Walling, Melina, et al. “How Researchers, Farmers and Brewers Want to Safeguard Beer against Climate Change.” AP News, AP News, 11 Nov. 2023, [apnews.com/article/beer-hops-barley-climate-change-water-extreme-weather-b0e752c96c2bf160927e76bd604ce14a](https://apnews.com/article/beer-hops-barley-climate-change-water-extreme-weather-b0e752c96c2bf160927e76bd604ce14a).
- “Hops Impacted By Prolonged Severe Weather.” FOX Weather, performance by Doug Miller, 11 Oct. 2023.
- Ramirez, Rachel. “The Climate Crisis Is Coming for Your Hoppy Beer, CNN Business.” CNN, Cable News Network, 10 Oct. 2023, [www.cnn.com/2023/10/10/business/hops-beer-europe-threatened-climate/index.html](https://www.cnn.com/2023/10/10/business/hops-beer-europe-threatened-climate/index.html).

**Media, continued:****Interviews, continued**

- McNair, Kamaron. “Do You Always Need to Tip 20%? Here’s How Much an Etiquette Expert Says to Leave at Restaurants, Hotels and More.” CNBC, CNBC, 3 July 2023, [www.cnbc.com/2023/07/03/etiquette-expert-how-much-to-tip-at-restaurants-hotels-coffee-shops.html](http://www.cnbc.com/2023/07/03/etiquette-expert-how-much-to-tip-at-restaurants-hotels-coffee-shops.html).
- Demmon, Beth. “As Trappist Breweries Close, Does Monk-Made Beer Have a Future?” Food & Wine, Food & Wine, 30 June 2023, [www.foodandwine.com/trappist-beer-breweries-closing-monks-monasteries-7554796](http://www.foodandwine.com/trappist-beer-breweries-closing-monks-monasteries-7554796).
- Marr, Madeleine “Love hard Seltzer? This Event in Doral has All the Canned Drinks You Crave”, 2 November 2021 <https://www.miamiherald.com/miami-com/things-to-do/article255474521.html>
- Friedlander, Blaine “Grad Students Brew Cornell-Themed Beer from NYS Ingredients” Cornell Chronicle, 21 October, 2021 <https://news.cornell.edu/stories/2021/10/grad-students-brew-cornell-themed-beer-nys-ingredients>
- Mulconry, Sandi “Speaking of Beer: A R Rounds with Doug Miller”, SHA Business Feed, 6 April 2020 <https://business.cornell.edu/hub/2020/04/06/speaking-beer-doug-miller/>
- Lucas, Amelia, “DoorDash Scores Valuation of \$16 Billion as Coronavirus Pushes It To Top of Food-Delivery Chain”, CNBC Online, 19, June, 2020 [https://www.cnbc.com/2020/06/19/doorDash-scores-16-billion-valuation-now-top-of-food-delivery-chain.html?\\_\\_source=sharebar|email&par=sharebar](https://www.cnbc.com/2020/06/19/doorDash-scores-16-billion-valuation-now-top-of-food-delivery-chain.html?__source=sharebar|email&par=sharebar)
- Klearman, Sarah, “Napa Valley Wineries Plan for Tasting Room Reopenings.” Napa Valley Register, 8 May, 2020 [https://napavalleyregister.com/news/local/napa-valley-wineries-plan-for-tasting-room-reopenings/article\\_bece54dd-419e-5cb9-8eb5-2ecbb875c21d.html](https://napavalleyregister.com/news/local/napa-valley-wineries-plan-for-tasting-room-reopenings/article_bece54dd-419e-5cb9-8eb5-2ecbb875c21d.html)
- Mackrael, Kim, “Coronavirus Hits Hawaii’s Tourism-Dependent Workforce Hard” Wall Street Journal, 4 May, 2020 <https://www.wsj.com/articles/coronavirus-hits-hawaiiis-tourism-dependent-workforce-hard-11588584601?mod=searchresults&page=1&pos=7>
- Garsd, Jasmine, ““Delete the Delivery Apps,” Say Restaurants Hard Hit By Covid-19” Market Place, National Public Radio, 16, April, 2020, radio, <https://www.marketplace.org/2020/04/16/restaurants-hit-covid19-say-delete-delivery-apps/>
- Chapman, Gray. “Is Beer Sexy?” October Online Magazine, 11, February. 2019, online <https://oct.co/essays/can-beer-be-sexy>
- Carrel, Lawrence. “Surging Whiskey Market Spurs Growth in Whiskey Tastings” Forbes 28, February 2019, online; [www.forbes.com/sites/lcarrel/2019/02/28/surging-whiskey-market-spurs-growth-in-whiskey-tastings/#10269acce6d](http://www.forbes.com/sites/lcarrel/2019/02/28/surging-whiskey-market-spurs-growth-in-whiskey-tastings/#10269acce6d)
- Taylor, Elise. “Why the World’s Oldest Drink Is on the Rise Again” Vogue Magazine, 15 November, 2018, online; [www.vogue.com/article/why-mead-is-popular-again](http://www.vogue.com/article/why-mead-is-popular-again)

**Media, continued:****Interviews, continued**

- Welch, Michael. "New York's Best Beer" Edible Finger Lakes Magazine, October 2018, Print and online <https://ediblefingerlakes.com/new-yorks-best-beer/>
- Greenspan, Rachel, "It's The Legacy of Slavery': Here's the Troubling History Behind Tipping Practices in the U.S." October 15, 2018 online <http://time.com/5404475/history-tipping-american-restaurants-civil-war/>
- Greenspan, Rachel, "The 10 Restaurant Secrets Industry Insiders Want You to Know" September 21, 2018, online; <http://time.com/5394102/how-to-order-at-restaurant-etiquette/>
- "Brewed in New York ." Brewed In New York, season 1, episode 1, New York State PBS, Aug. 2017.
- Miller Douglass, Kugeman Hutch, Oliver, Garrett " One of the World's Top Culinary School is Now Brewing Craft Beer", Interview by Niko Krommydas, Munchies: Vice Magazine, March 2016, Online. <https://munchies.vice.com/en/articles/one-of-the-worlds-top-culinary-schools-is-now-brewing-craft-beer>
- Miller Douglass. "The Culinary Institute of America in Hyde Park Unveils its On-campus Teaching Brewery, A Collaboration with Brooklyn Brewery", Print Interviewed by Peter Martin, Chronogram: Arts. Culture. Spirit. January 2016. Print.
- Miller, Douglass, Hutch Kugeman. "The Culinary Institute of America Brewery", Interview by Deuce and Brandy, WRRV, Poughkeepsie, NY, December 2015. Radio.
- Miller Douglass. "Beer-n-College and Not the Way You Imagine It", Interview by Diana Bocco, CrushBrew, Jan. 2015, <http://crushbrew.com/beer-n-college-not-way-imagine>. Print
- Miller, Douglass. "Roundtable, Cinco de Mayo", Interview by Joe Donahue, WAMC, Northeast Public Radio, Albany, NY, May 2014. Radio.
- Miller, Douglass, D. "16 Tips to Prevent Alcohol Theft", Print, Interviewed by Amanda Baltazar, *Nightclub & Bar*, 19, August, 2014, <http://www.nightclub.com/bar-management/employee-theft/16-tips-prevent-alcohol-theft>
- Miller, Douglass, D "Local Drinks Gaining Popularity", Print, Interviewed by Theresa Keegan, Poughkeepsie Journal, 4, May, 2014
- <http://www.poughkeepsiejournal.com/story/life/wellness/living-being/2014/05/04/locavore-drinks-hudson-valley/8125029/>
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## **Volunteer and Service Activities:**

- Customer Service Workshop, City of Ithaca Hospitality Employment Training Program, July, 2022
- Customer Service Workshop, City of Ithaca Hospitality Employment Training Program, October, 2018
- Customer Service Workshop, City of Ithaca Hospitality Employment Training Program, March 2018
- Customer Service Workshop, City of Ithaca Hospitality Employment Training Program, October, 2017
- Etiquette Workshop, City of Ithaca Hospitality Employment Training Program, March, 2017

## **Management and Consulting Experience:**

**The Resort Group, Ko Olina, HI** 01/2015

Food and Beverage Trainer

- Taught customer service skills to residents of Ko Olina for potential hire for Four Seasons Hotel, Ko Olina

**Jumby Bay, A Rosewood Resort, St John’s, Antigua** 10/2014

Forbes Travel Guide 5 Star

*Consultant, Food and Beverage Trainer*

- Trained front of the house on tea and coffee
- Trained front of the house on complaint handling and service

**Four Seasons Hotels and Resorts, Santa Barbara, CA** 03/05 - 11/07

Mobil 4 Star, AAA 5 Diamond

*Assistant Director of Food and Beverage of \$14.5 Million Budgeted Operation*

- Supervised 6 Food & Beverage Department Heads and 10 Assistant Managers
- Interim Food & Beverage Director during position’s vacancy, 07/05 - 11/05
- Led Division in closing and opening of temporary outlets during property renovation
- Assisted Four Seasons, Lana’i Manele Bay, in re-branding to Four Seasons, 12/05 - 02/06
- Assisted in post-renovation re-opening and re-launching of Santa Barbara property, 3/06

## **Management and Consulting Experience continued:**

### **Four Seasons Hotels and Resorts, Aviara, Carlsbad, CA (Location Closed) 03/03 - 03/05**

Mobil 4 Star, AAA 5 Diamond

*California Bistro PM Manager, 170 Seat Casual Upscale Restaurant*

- Trained Micros expert, implemented system at property
- Increased average check for dinner \$4.00 above budget, 2004
- Revamped Seafood Buffet and helped create Pacific Rim Buffet
- Assisted Four Seasons, Newport Beach during manager shortage, 08/04 - 09/04
- Aided Four Seasons, San Francisco during employee strike, 10/04

### **Four Seasons Hotels and Resorts, San Francisco, CA 07/01 - 02/03**

Mobil 5 Star, AAA 4 Diamond

*Opening Room Service Manager for a 277 room and 144 condo building*

Created systems in room service and hired, trained, and developed staff

- Developed alcohol list for the hotel
- InfoGenesis POS expert

### **Four Seasons Hotels and Resorts, Las Vegas, NV**

Mobil 4 Star, AAA 5 Diamond

*Room Service Manager for a 424 room hotel 01/01 - 07/01*

- Coordinated in-room events for up to 50 guests
- Managed in-room private bars

*Executive Steward 06/98 - 01/01*

- Purchased china, glass, silver, and equipment for three outlets and banquets
- Directed the china, glass, and silver for parties of 10 to 1000 guests
- Maintained a certified Kosher kitchen
- Executed off-site catering events for up to 500 guests
- Ordered and managed cleaning supplies

*Assistant Restaurant Manager 04/98 - 06/98*

- Supervised 3 meal a day restaurant

*Assistant Lobby Lounge Manager 02/98 - 04/98*

- Hired, trained, and managed the opening employees of the operation

### **Four Seasons Hotels and Resorts, New York, N.Y.**

Mobil 5 Star, AAA 5 Diamond

*Assistant Bar Manager, 5757, 56 Seat Bar 12/97 - 02/98*

- Created a classic cocktail program

### **Coco Pazzo Restaurant, Washington, DC (Location Closed) 04/97 - 11/97**

*Opening Manager of 300 seat Fine Dining Restaurant*

- Purchased all non-food items, including equipment, liquor, beer, and wine
- Closing Manager, Location closed November 3, 1997

**Management and Consulting Experience continued:****Wyndham Bristol Hotel, Washington, DC (Location Closed)***Assistant Bristol Grill PM Restaurant Manager*

11/96 - 04/97

- Supervised Room Service department as part of job duties

*Banquet Manager*

11/95 - 11/96

- Ran social and corporate catered events for up to 150 guests

**Baker Street Breads, Ardmore, PA (Location Closed)**

10/94 - 11/95

*Manager and Head Baker, Artisan bread bakery*

- Production manager of all scratch-baked goods
- Assisted in opening store and developing business

**Cornell University, Cornell Dining, Ithaca, N.Y.**

12/92 - 10/94

*Assistant Chef*

- Assisting the production of food in Robert Purcell, Willard Straight Hall, and Jansen's at Noyes Center
- Created Salads by Design format
- Hosted New York State NACUFS conference

**Island Mermaid, Fire Island, N.Y.**

04/92 - 09/92

*Head Waiter*

- Supported owner with accounting
- Served guests

**Hotel Atop the Bellevue, Philadelphia, PA**

04/91 - 04/92

Mobil 4 Star, AAA 4 Diamond

*Garde Manger Sous Chef*

- Developed recipes and prepared all cold foods for banquets for up to 2,000 people
- Created cheese/fruit, caviar, and smoked fish displays
- Specialties included pates, terrines, aspic, and display mirrors
- Voted supervisor of the month February, 1992

**La Costa Resort and Spa, Carlsbad, CA**

09/90 - 04/91

Mobil 4 Star, AAA 4 Diamond

*Banquet Cook*

- Assisted in preparation of hot and cold food for events up to 1000 people