

Heather Kolakowski

The Nolan School of Hotel Administration
Cornell SC Johnson College of Business
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EDUCATIONAL BACKGROUND

SUNY Empire State College, Saratoga Springs, New York	
Master of Business Administration	2014
Graduate Certificate in Human Resource Management	
The Culinary Institute of America, Hyde Park, New York	
Associate Degree of Occupational Studies, Culinary Arts	2002
Cornell University, Nolan School of Hotel Administration, Ithaca, New York	
B.S. Hotel Administration	2000
Concentration in Special Events Planning	
University of Nevada Las Vegas, Las Vegas, Nevada	
Summer Studies in Switzerland	1999

LICENSURES / CERTIFICATIONS

Myers Briggs Type Indicator® Certified Practitioner	June 2017
ServSafe Proctor	2014
BarSmarts Certification by Pernod Ricard	2009
Certified Hospitality Educator	2008
ServSafe Certification	2008
Certified Training for Intervention Procedures (TiPS) instructor	2004

ADMINISTRATIVE EXPERIENCE / APPOINTMENTS

Executive Director, Cornell Institute for Healthy Futures	since Sep. 2023
Associate Director, Cornell Institute for Healthy Futures	2018 – 2023

TEACHING EXPERIENCE

Cornell University, The Nolan Hotel School, Ithaca, New York

Senior Lecturer, Operations, Technology & Information Management since 2024
 Lecturer, Operations, Technology & Information Management 2015-2023
 HADM 1360: Introduction to Foodservice Management
 HADM 2360: Culinary Theory and Practice
 HADM 2351: Restaurant Management
 HADM 3055/6055: Hospitality, Health and Design Industry Immersion Seminar
 HADM 3350: Restaurant Management
 HADM 3365/5365: Foodservice Management Essentials
 HADM 4315: Nonprofit Social Enterprise and Food Justice
 HADM 4320: Contemporary Healthy Foods
 HADM 4910: Hotel Ezra Cornell (H.E.C)
 HADM 4930: Management Intern Program I – Operations
 HADM 4940: Management Intern Program II - Academic
 DEA 1110 / COGST 1111: Making a Difference by Design
 DEA 1112 / COGST 1112: Change-making: Designing Healthy & Hospitable Environments
 DEA 4020: Supervised Fieldwork
 Engaged Cornell efforts with ENVR 4940: Special Topics Capstone Climate Change

Cornell University, The Nolan Hotel School, Ithaca, New York

Directed Individual / Independent Study Advisor

“Social and Environmental Determinants of Health and The Lives of Senior Citizens” Fall 2024
 “Effective online conference marketing strategies” Spring 2024
 “Inquisitive Program Design: Exploring Hospitality in Arts and Wellness” Fall 2023
 “Landscape Research for Digital Health Companies” Fall 2022
 “CIHF Project Catalyst” Spring 2021
 “Is it Worth Pursuing? Impacts of COVID on Hospitality Students” Spring 2021
 “Local Food and Farm Justice Special Studies” Fall 2020
 “Misleading Food Packages – And How to Make Better Purchasing Decisions” Fall 2019
 “Customer Service Mapping at Pacific Life” Spring 2019
 “Law School Wellness Room” Spring 2019
 “Leadership Development Initiative Program” Fall 2018
 “Food Truck Business Plan” Spring 2017

The Culinary Institute of America, Hyde Park, New York

Associate Professor, Service and Hospitality Management 2013- 2015
 Taught service and hospitality management courses in student staffed outlets:
 Formal Service and Hospitality Management, American Bounty Restaurant
 Taught for the Bachelor of Professional Study (BPS) program:
 Spirits and Principles of Mixology
 Beverage Management

Advanced Principles of Service and Hospitality Management
 Women in Leadership
 Assisted CIA Consulting on projects for beverage and service

Assistant Professor, Service and Hospitality Management 2011-2013
 In addition to courses taught from 2008-2011, taught for the Bachelor of Professional Study (BPS) program:
 Spirits and Principles of Mixology
 Women in Leadership
 Created and taught new elective for the BPS program:
 Advanced Principles of Service and Hospitality Management
 Taught Food Wine and (Agri)Culture trip to Italy, June 2012
 Taught abroad at Singapore Campus, first Introductory Banquet and Catering class, July 2011
 Taught service lecture for Flight Attendants through Continuing Education department, 2010
 Created an evaluation rubric that is used as an example for several departments
 Aided in curriculum development for newly established Advanced Wine, Beverage and Hospitality concentration track
 Participated in Moodle learning platform task force and pilot group, October 2011
 Assisted CIA Consulting on projects for beverage and service

Lecturing Instructor, Service and Hospitality Management 2008-2011
 Taught service and hospitality management courses in student staffed outlets:
 Contemporary Service and Hospitality Management, St. Andrew's Café
 Formal Service and Hospitality Management, American Bounty Restaurant
 Beverages and Customer Service, Apple Pie Bakery and Cafe
 Taught Introductory Banquet and Catering, including graduation lunch service
 Taught Beverage Management, BPS elective
 Assisted and contributed to revisions of current Formal Tableservice Curriculum
 Aided in curriculum development for enhanced Beverage Management program

Training for Intervention Procedures (TIPS)

Certified TIPS Trainer since 2004
 Certified in training the responsible service of alcohol to employees
 Course completion rate of over 98%, with over 1,060 successful certifications

NATIONAL ORGANIZATION MEMBERSHIPS

Women's Foodservice Forum	since 2008
United States Bartender's Guild, New York Chapter	since 2008
Women Chefs and Restaurateurs	since 2001

Cornell Hotel Society

since 2000

PUBLICATIONS

Kolakowski, H., Shepley, M. M. C., Valenzuela-Mendoza, E., & Ziebarth, N. R. (2021). How the COVID-19 pandemic will change workplaces, Healthcare Markets and healthy living: An overview and assessment. *Sustainability*, 13(18), 10096. <https://doi.org/10.3390/su131810096>

Shepley, M. C. M., Kolakowski, H., Ziebarth, N., & Valenzuela-Mendoza, E. (2021). How covid-19 will change health, hospitality and senior facility design. *Frontiers in Built Environment*, 7. <https://doi.org/10.3389/fbuil.2021.740903>

Kolakowski, Heather. "Eating Well." Spa Business Handbook 2020-21. Leisure Media. <http://lei.sr/j3b8d>

Kolakowski, Heather, and Christopher Gaulke. "The Benefits and Challenges of Food Service Composting Programs, by Heather Kolakowski." *HotelExecutive.com Daily Headlines*. Hotel Business Review, 1 May 2016. Web. 12 May 2016. http://www.hotelexecutive.com/business_review/4734/the-benefits-and-challenges-of-food-service-composting-programs

Gaulke, Christopher, and Heather Kolakowski. Insider Interview on Food Genius Blog. 12 Nov. 2015. <http://blog.getfoodgenius.com/insider-interview-cornell-hotel-administration-christopher-gaulke-heather-kolakowski/>

Gaulke, Christopher, and Heather Kolakowski. "The Local Challenge - Balancing Customer Demand and Local Sources, by Christopher Gaulke." *HotelExecutive.com Daily Headlines*. Hotel Business Review, 1 Aug. 2015. Web. 29 Sept. 2015. http://hotelexecutive.com/business_review/4418/the-local-challenge-balancing-customer-demand-and-local-sources.

eCornell course. "Interview for Ethics of Food" Ethics of Eating MOOC (Cornell University/edX.org); Mar. 13, 2015

Kolakowski, Heather. "International Flavors Italy." *Sizzle The American Culinary Federation Quarterly* Fall 2012: 52-55. <http://www.sizzle-digital.com>.

"Interview on Service" WAMC's *The Roundtable* broadcasted from the CIA, Jan. 30, 2010 Culinary Institute of America. (2014). *Remarkable service*. Contributor.

PRESENTATIONS

Healthy Technology Research Roundtable, CIHF Fall Roundtable Oct. 16-17, 2025

"Business Dining Etiquette", Educational seminar and dinner networking event delivered for Alfred State College Career Services, Alfred State College Nov. 5, 2025

"Business Dining Etiquette", Educational seminar and dinner networking event delivered for SUNY Oswego April 2, 2025

- "The Culture of Wellbeing- A Holistic Approach to Thinking About Organizational Wellness." eCornell Keynote, Cornell University March 28, 2025
- "Business Dining Etiquette", Educational seminar and dinner networking event delivered for Alfred State College Career Services, Alfred State College Nov. 6, 2024
- "Around the Table: A New Take on Etiquette Dinners." CNY Career Development Association Annual Training, Cornell University. May 31, 2024
- "Trauma Informed Design Interventions." eCornell Keynote, Cornell University May 3, 2024
- CIHF "Reimagining+ Workshop: The Mall for Health and Community." April 12-13, 2024
- Design for Mental Health: Exploring the Future of Tech, Place and Programs, CIHF Spring Roundtable March 22, 2024
- "Business Dining Etiquette", Educational seminar and dinner networking event delivered for Alfred State College Career Services, Alfred State College Nov. 8, 2023
- "Capturing the Silver Wellness Market: How to Excel in the Global Longevity Economy." eCornell Keynote, Cornell University. Oct. 3, 2023
- "Business Dining Etiquette", Educational seminar and dinner networking event delivered for Alfred University Career Services, Alfred University Feb. 8, 2023
- "Affordable Senior Living: Challenges and Opportunities Ahead." eCornell Keynote, Cornell University. Oct. 14, 2022
- "Community Tables: Restaurant Social Enterprises Addressing Food Justice." EdukCircle International Convention on Tourism and Hospitality Oct. 1, 2022
- "Workforce Challenges in Staffing and Engagement." CIHF Roundtable, Cornell University. Apr. 11, 2022
- "Business Dining Etiquette", Educational seminar and dinner networking event delivered for Alfred University Career Services, Alfred University Feb. 9, 2022
- "5 Years of the Cornell Institute for Healthy Futures." Webinar, Cornell University. Oct. 29, 2021
- "Tempting Your Tastebuds: Using the Flavor Wheel to Focus on Taste." Webinar Presentation, Elders Climate Action. Oct. 26, 2021
- "Serving Sustainability: Boost Your Plant Based Cuisine Confidence." eCornell Keynote, Cornell University. Oct. 20, 2021
- "Transforming Our Lives Through COVID-19s Lessons." eCornell Keynote, Cornell University. June 24, 2021
- "Restaurants of the Future- The Powerhouse for inclusion, prosperity and resilience." United Nations Food Systems Summit Independent Dialogue June 2, 2021
- "Train-the-Trainer: Life Skills and Personal Storytelling for Personal and Professional Success." Co-host, Cornell University June 1, 2021

- “Business Dining Etiquette”, Educational seminar and dinner networking event delivered for Alfred University Career Services, Alfred University Mar. 24, 2021
- “Designing for Healthy Sleep and Travel: A research perspective.” eCornell Keynote, Cornell University. Mar. 23, 2021
- “Food Justice and Advocacy.” Cornell Hunger Relief General Body Meeting, Cornell University. Nov. 11, 2020
- “Thriving in Isolation: Health and Human Connection.” Moderator for panel presentations and discussion, Cornell University. Oct. 23, 2020
- “Zinck’s Coffee Hour with Cornell Club of Northeast Ohio Presentation with Susan Porter about Nonprofit Social Enterprise and Food Justice Community project.” Oct. 15, 2020
- “Introduction to Food Service and Culinary Practice.” William George Agency, Engaged Cornell Grant. Feb. 11, 2020
- “Business Dining Etiquette”, Educational seminar and dinner networking event delivered for Alfred University Career Services, Alfred University Feb. 12, 2020
- “New and Exciting Practices in Workplace Well-being.” Cornell Institute for Healthy Futures Fall 2019 Roundtable: Workplace Well-being. Cornell University. Oct. 28, 2019
- “Collaboration and Partnerships: Setting the Stage for Success.” Philadelphia 2019 Opportunities and Challenges in Community-Based Hospitality Education, sponsored by The Hotel School, SC Johnson College of Business and the Pennsylvania Restaurant & Lodging Association Oct. 15, 2019
- “Engaging Stakeholders in the Process of Managing Food Waste.” 10th Annual Sustainability Roundtable. Center for Hospitality Research, SC Johnson College of Business. Sep. 27, 2019
- “Business Dining Etiquette” Educational seminar and dinner networking event delivered for Alfred University Career Services Feb. 13, 2019
- “Localized Sourcing,” Educational Lecture for 2018 Entrepreneurship Bootcamp for Veterans with Disabilities (EBV), Cornell University Oct. 3, 2018
- “Culturing Culture” co-facilitator with Douglass Miller, Opportunities and Challenges in Community-Based Hospitality Education Roundtable, Cornell University, New York NY Sep. 27, 2018
- “Business Dining Etiquette” Educational seminar and dinner networking event delivered for Alfred University Career Services Feb. 12, 2018
- “HA 4315: Hunger, Health and Nonprofit Social Enterprise” SC Johnson College of Business TCAM Presentation: Multi-faceted Community Engagement. Trustee Council Annual Meeting, Cornell University Oct. 19, 2017
- “Localized Sourcing,” Educational Lecture for 2017 Entrepreneurship Bootcamp for Veterans with Disabilities (EBV), Cornell University Nov. 8, 2017

- "Business Dining Etiquette" Educational seminar and dinner networking event delivered for Alfred University Career Services Feb. 17, 2017
- "10 Word Snap: Selective Word Choice for the Optimal Pitch," 2016 Smith Family Business Conference, The Leland C. and Mary M. Pillsbury Institute for Hospitality Entrepreneurship, Ithaca, NY Oct. 21, 2016
- "When Your Name is on the Label," 2016 Smith Family Business Conference, The Leland C. and Mary M. Pillsbury Institute for Hospitality Entrepreneurship, Ithaca, NY Oct. 21, 2016
- "Localized Sourcing," Educational Lecture for 2016 Entrepreneurship Bootcamp for Veterans with Disabilities (EBV), Cornell University Oct. 5, 2016
- "Business Dining Etiquette," Educational seminar and dinner networking event delivered for Alfred University Career Services Feb. 16, 2016
- "Banquet Service Seminar," Hotel Ezra Cornell volunteers, Ithaca, NY Nov. 4, 2015
- "50 Shades of the Beverage Industry," Session Facilitator, 2015 Food and Beverage Entrepreneurship Roundtable Oct. 19, 2015
- "Contemporary Healthy Foods," Educational Lecture for 2015 Entrepreneurship Bootcamp for Veterans with Disabilities (EBV), Cornell University Oct. 2, 2015
- "Business Dining Etiquette" Educational seminar and dinner networking event delivered for Alfred University Career Services Mar. 2015
- "Elevator Speeches" Educational Seminar for the Student Leadership Seminar Series "Taking Charge of Your Hospitality Career" at the CIA Apr. 26, 2014
- "Lean in For Graduates and Your Career" Educational Seminar for the Student Leadership Seminar Series "Taking Charge of Your Hospitality Career" at the CIA Apr. 26, 2014
- "Beverage Management" Educational Lecture for 2013 Entrepreneurship Bootcamp for Veterans with Disabilities (EBV), Cornell University Oct. 2013
- "Business Dining Etiquette" Educational Seminar and dinner event delivered annually for Mount St. Mary's College Career Services annually from 2010 -2013
- "Elevator Speeches" Educational Seminar for the Professional Image Seminar Series at the CIA, Mar. 2010
- "Water Service and Tasting" Educational Seminar at Café Conference. Hyde Park, NY. June 2009
- "Buffet Presentation and Design" Educational Seminar at Café Conference, Hyde Park, NY. June 2009
- Organized and facilitated on-campus webinars for Women in Leadership Committee at the CIA
Mentoring and Sponsoring Jan. 9, 2013

MEDIA CONTRIBUTIONS

Podcast

Petras, Severance, host. "Ep 32 Heather Kolakowski - Mentorship." *Her Stories Senior Housing*. Podcast audio, Mar. 10, 2023. <https://vimeo.com/806875837>.

Radio

Interviewed for Carolina Connection Student Radio. "Trendy restaurant or echo chamber? One local restaurant attempts to quiet the noise" by Emma Peaslee, Feb. 23, 2019

Internet

Lee, Ashley. "100th Annual Hotel Ezra Cornell Conference Brings Diverse Panelists, Traditions." *The Cornell Daily Sun*. Apr. 29, 2025

Anderson, Torie. "Shape the future of senior living management." *Cornell Chronicle*. Aug. 16, 2023

Fleischman, Tom. "Hotel Ezra Cornell 98 set for April 20-22." *Cornell Chronicle*. Apr. 13, 2023

Saulnier, Beth. "Bill of Fare: Kroch Library's menu collection is a cornucopia of culinary history." *Cornell Alumni Magazine*. March / April 2021

BusinessFeed. "Learning from COVID-19: Studying the Impact Of The Pandemic." Apr. 22, 2021.

Lloyd, Robin. "How Hydroponic School Gardens Can Cultivate Food Justice, Year-Round." *NPR The Salt*. July 7, 2019

Negrea, Sherrie. "With food insecurity as their entrée, students learn the business of serving a cause." *BusinessFeed*. Feb. 7, 2019

Food Genius Blog. Insider interview for Food Genius regarding culinary trends and education. Co-authored with Christopher Gaulke, Nov. 12, 2015

Newspaper

Mack, Jacob. "Statler Hotel partners with Cornell group, volunteers, feeds 400 Tompkins residents." *Ithaca Journal*. Dec. 21, 2023

News Department. "Anabel's Grocery Hosts Second Annual Fall Fundraiser." *Cornell Daily Sun*. Nov.6, 2023

Senzon, Julia. "All in for Anabel's Fundraiser Raises Over \$5,000 to Support Food Accessibility on Campus." *Cornell Daily Sun*. Nov. 6, 2022

Gries, Laura. "All in for Anabel's: Hotel Administration Courses Partner Up With Anabel's Grocery to Host Fundraising Event After Two Year Hiatus." Cornell Daily Sun. Oct. 31, 2022

Majsiak, Dylan. "Students Host 92nd Annual HEC Conference." Cornell Daily Sun. Mar. 19, 2017.

Gutierrez, Matthew. "Several factors allow restaurants to stay open with empty tables" Pittsburgh Post Gazette. Aug. 30, 2016

Gutierrez, Matthew. "Hotels and their guests are just a text away from each other." Pittsburgh Post Gazette. July 25, 2016

LEADERSHIP / SERVICE AT THE NOLAN HOTEL SCHOOL, CORNELL UNIVERSITY

Host and Coordinator, "CIHF Spring Symposium: Reinventing Health, Hospitality and Design." Cornell University	May 11 – 12, 2023
Invited Guest "Table Talk with Professors."	Mar. 23, 2022
Member, Nolan 100 th Anniversary Committee	Sep. 2021- June 2023
Chair, Nolan 100 th Anniversary Student Engagement Sub-committee	Sep. 2021- June 2023
ECAC Engaged Cornell Initiative	since Sep. 2021
Advisor, Cornell Hunger Relief Club	since Sep. 2021
Advisor, Healthy Futures Undergraduate Club	since Sep. 2020
Advisor, Healthy Futures Graduate Club	since Sep. 2020
Faculty Consultant, Introduction to Food Service and Culinary Practice course for the William George Agency, Engaged Cornell Grant	Fall 2019 – Fall 2021
Faculty Committee Member, CHS Hotelie for Life Scholarship	since Jan. 2019
Faculty Ambassador, The Leland C. and Mary M. Pillsbury Institute for Hospitality Entrepreneurship	since Sep. 2016
Undergraduate Student Advisor	since Sep. 2015
Advisor, Crème de Cornell Club	since Feb. 2015
Faculty Fellow, Cornell Institute for Healthy Futures	since Oct. 2015
Alumni and Faculty Participant, CHS Welcome Ceremony	Feb. 19, 2021
Alumni and Faculty Participant, CHS Welcome Ceremony	Sep. 25, 2020
Alumni and Faculty Participant, CHS Welcome Ceremony	Jan. 30, 2020
Advisor, The Future of Food Summit, Engaged Cornell Grant	Sep. 2019-May 2020
Faculty Participant, The Hotel School Transfer Student Orientation	Aug. 27, 2019
Faculty Panel Presenter, The Hotel School Cornell Days	Apr. 2019

Service Team Leader, New Transfer Luncheon, School of Hotel Administration

Jan. 18, 2019

Faculty Panel Presenter, NY Public Schools

Nov. 6, 2018

Faculty Panel Presenter, District of Columbia Public Schools

Oct. 30, 2018

Assisted with gathering and analyzing data for the AACSB reaccreditation process for the Undergraduate and MMH graduate programs, School of Hotel Administration

Spring / Summer 2018

Member Faculty Reappointment Committee, School of Hotel Administration, Ithaca NY.

Fall 2017 – Spring 2018

Faculty Panel Presenter, Bergen County Academies

Nov. 6, 2017

Faculty Alumni Panel Presenter, SHA Freshman Orientation

Aug. 21, 2016

Faculty Ambassador, 2016 Icon & Innovator Awards, New York City, NY

June 2016

Member Board of Advisors, Roberson Museum Project Food & Wine Hall of Fame

Aug. 2015 - 2017

Team Captain, 2nd Annual Faculty Mystery Box Showdown

Feb. 2015

Presenter on Dining Etiquette for the Club Managers Association of America collegiate chapter, Cornell University

Apr. 10, 2015

LEADERSHIP / SERVICE AT THE CULINARY INSTITUTE OF AMERICA

Founding Executive Board Member, Women in Leadership (WIL) at the CIA 2010 - 2015

Faculty Program Coordinator for Carl D. Perkins Vocational and Technical Education Act (VTEA) grant funding 2010-2015

Organizer of and Presenter at CIA Student Leadership Seminar Series 2010, 2014

Faculty Advisor, Bacchus Wine Society, The Culinary Institute of America 2008 - 2014

Faculty Co-Advisor, Women Chefs and Restaurateurs Collegiate Chapter 2010 - 2014

Faculty Chair, Zagat Service Speaker Series, The Culinary Institute of America,

May 2008 to Jan. 2015

Speakers included Danny Meyer, President Union Square Hospitality Group; Guy Rigby, Vice President Food and Beverage, Americas, Four Seasons Hotels and Resorts; Will Guidara, General Manager of Eleven Madison Park; Alex Wolf, General Manager of Jean-Georges

Curriculum Committee member

June 2011 - Jan. 2015

Academic Technology Committee member

June 2011 - Jan. 2015

Steering Committee Member, Women in Leadership 2008 - Jan. 2015
 Member of Mise En Place Advisory Board Winter 2010 - 2014
 Participant/Representative for various task forces, including Culinary Teachers Association
 bylaws revision committee and CIA HR Reward and Recognition task force

ADDITIONAL SERVICE ACTIVITIES

Contributor, Social Gastronomy Movement Focus Groups since June 2022
 President and Board Member, Loaves & Fishes, Ithaca NY since May 2022
 Secretary and Board Member, Loaves & Fishes, Ithaca NY Dec. 2020– May 2022
 Secretary and Board Member, Center for Transformative Action, Ithaca, NY
 since June 2018
 Advisory Board Member, Ronald McDonald House New York Hospitality Industry Advisory
 Council, New York City since Dec. 2018
 Contributor, Tompkins Food Future. The Food System Planning Team, Ithaca NY
 Since Feb. 2021
 Mock Interviews, Alfred University Career Services Center Apr. 6, 2021
 Consultant, Front of House Employment Industry Analysis, New Orleans Culinary &
 Hospitality Institute June / July 2018
 Attendee, 201 Advocacy Training, Food Bank of the Southern Tier, Elmira, NY
 Jan. 25, 2017
 Associate Member of Collective Impact project on Childhood Nutrition in Tompkins County
 2016 – 2018
 Volunteer, Loaves and Fishes, Ithaca NY since Aug. 2016
 CIA VTEA Advisory Board, Board of Advisors since Aug 2015
 President, Theta Alpha chapter of Chi Omega Fraternity, Cornell University 1998
 Vice President of University and Community Relations, Cornell Panhellenic Association
 1999
 Co-Senior Week Chairperson, Senior Class Council 1999-2000

HOSPITALITY INDUSTRY EXPERIENCE

The Women's Foodservice Forum since 2009
 Coordinated Women's Foodservice Forum Regional Connect at the CIA,
 Mar. 2012 and Sep. 2013
 Committee Volunteer, Membership Committee, 2013-2014

Committee Volunteer, Leadership U, 2012-2013

Committee Volunteer, Emerging Leader Programming Committee, 2010-2011;
introduced three different speakers at the Annual Leadership Conference,
Dallas TX

Chair of Student Initiative and Committee Volunteer, Membership Committee, 2009-
2010

Four Seasons Resort, Jackson Hole, Wyoming

Food and Beverage Coordinator 2007 - 2008

Responsible for accurate monitoring of food and beverage departmental budgets

Designed all food and beverage menus and marketing materials for the resort

Programmed MICROS POS system for all menus and conducted sales analysis

On Call Banquet Server 2007 - 2008

Set up, served and cleaned up banquet events

Programmed MICROS POS database for cash bar events

Trained employees on proper table service

Assistant Food and Beverage Manager 2005 - 2007

Room Service, The Peak, Westbank Grill and Lobby Lounge

Supervised, trained and monitored staff on a rotational basis through several outlets

Conducted certified TIPS alcohol awareness training for resort employees

Monitored standards compliance in several outlets to maintain 5 diamond quality
service

Four Seasons Hotel, Washington DC

Assistant Manager for 130 seat Garden Terrace Lounge 2003 - 2005

Supervised 33 staff members; including hiring, training, disciplining and scheduling

Maintained a high quality of service for afternoon tea, casual dining and late night
cocktails

Operated and programmed MICROS POS system for cashiering functions, sales
analysis and menu engineering

The Peninsula Grille, Warrington, Pennsylvania

Assistant Manager for 186 seat upscale Mediterranean restaurant 2003

Maintained high quality of service in dining rooms and bar area

Recruited, hired, trained and supervised dining room service staff

Operated the SABLE POS system for cashiering functions and sales analysis

The Escoffier Room, The Culinary Institute of America, Hyde Park, New York

Server, Chef de Carré and Food Runner 2001 - 2002

Server: greeted and assisted guests, operated Squirrel POS system, performed table
maintenance

Chef de Carré: expedited running of dishes to tables, monitored flatware placement
and service

Food Runner: transported food from kitchen to dining room, maintained pantry

Biba, Boston, Massachusetts

Rotational Culinary Intern 2001
Prepared hot appetizers and assisted with plating entrées from the middle station
Rotated through grill, sauté, entremetier, garde manger, bar food and dessert
Worked in dining room as busser and food runner

Hotel Ezra Cornell, Ithaca, New York

Service Director, HEC 74 1998 - 1999
Planned and instructed student staff on the flow of service for the entire weekend
Conducted all training sessions for all front of house staff

Food and Beverage Function Manager, HEC 73 1997 - 1998
Designed and tested menu for Friday opening reception
Led staff in preparation and service of over 15 Mediterranean appetizers for the opening food and beverage event

Assistant Director of Construction, HEC 72 1996 - 1997
Assisted with properties construction for banquet and cocktail functions
Set up and broke down various food and beverage functions

The Statler Hotel, Ithaca, New York

Banquet Server 1998 - 1999
Prepared and managed linens and decorations for banquet functions
Served a la carte, buffet and banquet style functions
Cleaned and organized back of house server stations

The Appletree Bed and Breakfast, Pittsburgh, Pennsylvania

Summer Assistant Innkeeper 1998
Customized a computer reservation system; taught five employees how to operate
Performed weekend residential Innkeeper duties: guest reception, concierge, cashier
Cooked and served gourmet breakfasts for guests, planned and cooked lunch for up to 10 guests

The Sun Valley Company, Sun Valley, Idaho

Summer Rotational Food and Beverage Internship 1997
Banquet Server: prepared and served breakfasts, wedding receptions, and dinners
Pantry Chef, The Ram Restaurant: prepared salads, plated desserts, cooked appetizers
Banquet Cook: prepared food and served at barbecues and outdoor meals for 150 people

The Catering Company, Chapel Hill, North Carolina

Food and Beverage Internship 1997
Assisted in plating different serving trays and setting up for various catering functions
Prepared different hors d'oeuvres and small desserts
Set up, served and clean up various off-site catering functions

Washington Duke Inn and Golf Club, Durham, North Carolina

Front Desk Receptionist 1995 - 1996
 Booked transient and group reservations
 Performed guest registrations, cashiering, and guest relations
 Answered PBX phone system

AWARDS

Merril Presidential Scholars Faculty Mentor, Cornell University. May 20, 2025
 Recipient of the Faculty Teaching Award – Undergraduate Elective Spring, Nolan School of
 Hotel Administration May 2025
 Recipient of the 2022 Ted Teng Teaching Award, Nolan School of Hotel Administration
 Aug. 2022
 Faculty Advisor, 2019 Winter Engaged Opportunity Grant: Future of Food Summit
 Oct. 2019
 Faculty Fellow for Engaged Learning, Engaged Cornell, Ithaca NY Aug. 2018 – May 2019
 Faculty Appreciation Reception, Quill & Dagger Society, Cornell University.
 Dec. 6, 2018
 Kaplan Family Distinguished Faculty Fellowship, “Addressing Food Insecurity through
 Service-Learning” July 2017 – June 2018
 Faculty Appreciation Dinner, Pi Beta Phi Sorority, Cornell University. Oct. 11, 2017
 2017 Faculty Honoree, Order of Omega Greek Honor Society, Cornell University.
 May 4, 2017
 Dean’s Medal for Outstanding Graduate Work, SUNY Empire State College 2014
 Manager of the Quarter Award, Four Seasons Hotel, Washington DC 2004
 Service Award for Superior Performance in Table Service,
 The Culinary Institute of America 2002
 Dean’s List, The Culinary Institute of America 2002
 Chosen by Cornell University’s School of Hotel Administration to participate
 in Castello Banfi’s Food and Wine Experience, a food, wine and
 cultural tour of Italy 2000
 National Restaurant Association Educational Foundation Undergraduate
 Scholarship for College Students, sponsored by
 UniPro Foodservice, Inc. 2000

ABC/Norbert F. Sherman Memorial Fund Scholarship, Allied Buying Corporation	1999
Network of Executive Women in Hospitality, Inc. New York Chapter Scholarship	1998
Dean's List, Cornell University School of Hotel Administration	1998

LANGUAGES

Proficient in Spanish and French