

Leilani Baldwin

Food & Beverage Director

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STRENGTHS

- 🏢 **Commercial judgment**
Outlet results guided staffing, pricing, purchasing, and capital choices. Leaders gained clearer actions from each reporting cycle.
- ♥ **Guest centered leadership**
Guest comments became practical coaching topics. Teams improved service recovery and gained confidence handling demanding moments.
- 👥 **Team development**
Structured recruiting, coaching, and succession work prepared supervisors for broader responsibility. Managers frequently sought guidance on people decisions.
- ⚙️ **Operational discipline**
Inventory, sanitation, and vendor routines kept service dependable. Small control improvements protected product, assets, and operating continuity.
- 🤝 **Executive partnership**
Cross department planning connected culinary, finance, commercial, and hotel priorities. Shared decisions supported smoother property performance.

SKILLS

F&B Leadership Luxury Hospitality

Hotel Operations

Culinary Operations

Guest Satisfaction

P&L Management Budgeting

Forecasting Labor Management

Expense Control Revenue Strategy

Pricing Strategy Inventory Control

Vendor Management Food Safety

SUMMARY

Food and beverage executive with 14 years of progressive hospitality leadership across full service hotels, luxury resorts, high volume restaurants, banquets, bars, and **culinary operations**. More than seven years at director and executive levels includes ownership of **P&L performance**, budgeting, forecasting, labor planning, inventory controls, capital expenditures, purchasing, vendor relationships, pricing, and revenue strategy. Guest feedback, satisfaction data, market intelligence, and POS trends inform stronger **service standards**, dining concepts, product decisions, and profitable operating plans. Builds capable teams through recruiting, coaching, performance reviews, **succession planning**, and development assignments. Partners with culinary, finance, commercial, and hotel leaders on service quality, food safety, sanitation, asset protection, and operational continuity. Prepared to contribute executive judgment, commercial discipline, and guest centered leadership in a luxury hotel environment.

EXPERIENCE

Director of Food & Beverage

Sonoran Crest Resort 📅 January 2022 - Present 📍 Phoenix, AZ

Direct executive food and beverage leadership for a 280 room full service resort, overseeing restaurants, bars, banquets, culinary operations, financial performance, guest experience, and team development.

- Directed resort dining strategy across restaurants, bars, banquets, and **culinary operations**, aligning quality, revenue, and costs.
- Owned budgets, forecasts, P&L reviews, labor plans, **inventory controls**, and capital requests for outlet performance.
- Created seasonal menu, beverage, and pricing plans with culinary leaders, balancing market position and profitable demand.
- Built manager succession pipelines through recruiting, coaching, evaluations, development assignments, and performance accountability.
- Converted **guest feedback**, **satisfaction data**, POS trends, and competitor activity into service and product improvements.
- Strengthened purchasing, vendor reviews, asset controls, **sanitation** checks, and executive planning across **resort operations**.

Assistant Director of Food & Beverage

Canyon Vista Hotel & Spa 📅 July 2019 - December 2021 📍 Tucson, AZ

Led daily **food and beverage operations** for a full service destination hotel, coordinating restaurant, lounge, pool, banquet, and culinary teams around luxury service, financial control, and compliance.

- Led restaurant, lounge, pool, banquet, and culinary service, coordinating managers around consistent luxury standards.
- Managed forecasts, labor schedules, inventory counts, expense reviews, and P&L variance actions for senior leaders.
- Introduced manager coaching routines from **guest feedback** and observations, improving service recovery and shift execution.
- Partnered on menu engineering, event packages, **pricing**, product mix, and POS informed commercial recommendations.
- Managed supplier relationships and **purchasing** controls, resolving availability, quality, and cost issues before service disruption.
- Coordinated **food safety**, sanitation, **hygiene**, and compliance checks, documenting corrective actions with department leaders.

Food & Beverage Manager

Copper Mesa Convention Hotel 📅 June 2016 - June 2019 📍 Mesa, AZ

Managed high volume restaurant, bar, room service, banquet, and culinary shifts in a convention hotel, connecting frontline execution with labor, cost, guest, and commercial priorities.

LANGUAGES



MY CAREER



- Director of Food & Beverage at Sonoran Crest Resort (4.8 Years)
- Assistant Director of Food & Beverage at Canyon Vista Hotel & Spa (2.4 Years)
- Food & Beverage Manager at Copper Mesa Convention Hotel (3 Years)
- Restaurant and Banquet Supervisor at Desert Lantern Hotel (3.6 Years)
- Food & Beverage Team Lead at Harbor Point Hotel (2.2 Years)

- Managed restaurant, bar, room service, and banquet shifts, coordinating culinary execution for large group programs.
- Prepared labor plans, outlet forecasts, inventory reviews, and **Excel** expense summaries for timely cost decisions.
- Recruited and trained supervisors and associates on service, POS, **food safety**, beverage controls, and recovery.
- Used guest surveys and manager observations to reshape pre shift training and address recurring service concerns.
- Compiled POS sales, product costs, event demand, and market information for pricing and banquet decisions.
- Maintained purchasing, receiving, storage, and inventory routines with culinary and finance partners, protecting assets.

Restaurant and Banquet Supervisor

Desert Lantern Hotel 📅 October 2012 - May 2016 📍 Tempe, AZ

Supervised restaurant and banquet service in a busy hotel, directing floor assignments, event execution, guest recovery, associate training, financial records, and coordination with culinary teams.

- Supervised restaurant and banquet service, directing floor assignments, event setups, guest communication, and culinary coordination.
- Trained associates on **service standards**, POS transactions, sanitation, **food safety**, beverage procedures, and guest interaction.
- Resolved dining concerns within recovery guidelines, documenting broader service issues for management review and follow through.
- Completed shift cash, sales, inventory, and labor records, building discipline for later management responsibilities.
- Coordinated banquet timelines with culinary and event teams, verifying readiness, sequencing, requests, and staffing.
- Maintained evening, weekend, and holiday coverage, earning broader responsibility for coaching and operational problem solving.

Food & Beverage Team Lead

Harbor Point Hotel 📅 June 2010 - September 2012 📍 San Diego, CA

Led frontline restaurant shifts within a full service hotel, supporting guest service, culinary coordination, food safety, inventory accuracy, POS controls, and **associate development** during peak periods.

- Led restaurant shifts, assigning sections and coordinating culinary staff during peak **full service hotel** periods.
- Applied **food safety, sanitation**, beverage, and cash handling procedures, reinforcing standards with service teams.
- Supported beverage inventory counts and receiving checks, documenting variances for manager review and **asset protection**.
- Used POS controls to resolve transaction issues and provide accurate shift information for reconciliation.
- Coached new team members on menu knowledge, service sequence, guest communication, and practical shift procedures.
- Escalated recurring guest and workflow issues with clear observations, supporting staffing and training adjustments.

PROJECTS

Seasonal Dining Revenue Program 📅 2024

Small changes can reshape a guest experience. Developed seasonal menu, beverage, pricing, and demand recommendations using POS trends, food cost, local market intelligence, and outlet performance.

Resort Leadership Pipeline 📅 2023

Strong operations grow from prepared people. Structured recruiting, coaching, evaluation, succession planning, and development assignments for managers and culinary supervisors across high volume resort outlets.

LEADERSHIP & AWARDS

- Executive Leadership Recognition for sustained food and beverage performance, cross department partnership, and guest focused operational leadership.
- Service Excellence Recognition for translating guest feedback into practical coaching, recovery improvements, and stronger dining consistency.
- Leadership Development Recognition for building supervisor readiness through coaching routines, succession planning, and development assignments.

EDUCATION

Bachelor's Degree in Hospitality Management

San Diego State University 🎓 GPA: 3.8 📅 2010 📍 San Diego, CA

Coursework: *Hotel Operations, Food and Beverage Management, Hospitality Finance, Culinary Operations*

CERTIFICATIONS

- ServSafe Manager Certification 📅 2025
- Food Protection Manager Certification 📅 2025

TECHNICAL SKILLS

- **Financial Management:** P&L reviews, budgeting, forecasting
- **Labor Operations:** Labor planning, scheduling, productivity
- **Revenue Management:** Pricing strategy, revenue performance, check averages
- **Inventory Control:** Inventory counts, receiving, storage
- **Purchasing Systems:** Vendor reviews, purchasing controls, product availability
- **Food Safety:** ServSafe, sanitation, hygiene
- **Point of Sale:** POS systems, transaction controls, sales reporting
- **Microsoft Office:** Word, Excel, PowerPoint, Outlook
- **Culinary Programs:** Menu engineering, seasonal menus, beverage programs
- **Hotel Operations:** Full service hotels, resorts, banquets
- **People Development:** Recruiting, coaching, succession planning
- **Commercial Analysis:** Market analysis, competitive dining, product mix

PROFESSIONAL AFFILIATIONS

- Hospitality leadership network participant, sharing service practices, staffing ideas, and operational insights with peers.
- Food safety professional community participant, maintaining current awareness of sanitation, hygiene, compliance, and guest protection practices.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST