

Michael P. Baker

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Engaging Leader | Growth Partner

Dynamic and results-driven hospitality and leadership professional with extensive experience in operational management, strategic leadership, and team growth. Proven track record in driving business growth, optimizing operations, and leading high-performing teams in the hospitality and construction industries. Skilled in leveraging technology and innovative strategies to enhance customer experience and operational efficiency.

Areas of Expertise

- ◆ Consultative Guidance
- ◆ Strategic Planning & Analysis
- ◆ Team Leadership & Development
- ◆ Union & Non-Union Environment
- ◆ Communication & Reporting
- ◆ Stakeholder Management
- ◆ Regulatory Compliance
- ◆ Sales & Marketing Strategy
- ◆ Revenue & Profit Growth
- ◆ Budgeting & Forecasting
- ◆ Process Improvement
- ◆ People Management

Professional Experience

Currently Consulting with a Manhattan firm focused on content and training development with a focus on marketing and sales growth.

Global Dwelling, Hudson Valley & Capital Region, NY **Consulting General Manager**

Oct 2018 – July 2023

- Spearheaded operational strategies, leading to a significant business ranking improvement from #13 to #7 nationally.
- Implemented AI-driven solutions for marketing and customer service, reducing costs and enhancing efficiency.
- Achieved a substantial decrease in production labor costs while increasing install numbers.
- Directed and managed the design and construction of a new facility.
- Achieved a 4x Lead Generation and 4.5x Total Sales.
- Developed and implemented manager training programs.

Hilton, Albany, NY **Director of Outlets & Task Force Consultant**

Oct 2016 – Aug 2018

- Oversaw F&B operations including private events, restaurant, bar, IRD, and Starbucks.
- Deployed to troubled buildings to straighten out operations and systems for incoming leadership changes.
- Improved SALT scores significantly, achieving top 10 national rankings.
- Successfully managed contentious union labor relations.
- Recruited, trained, and deployed GM and Director-Level candidates.

Additional Experience

F&B Director, Mazzone Hospitality, Saratoga Springs, NY, 2013 – 2016

Professional Training

Momentum Consulting Success Program, 2023
School of Entrepreneurship, 2018-2023
Executive Training & Coaching Programs (both coach and student), 2005-2016
Audio Engineering, Full Sail, 2002