



ECO TERRENO
WINES & VINEYARDS

DAWN AGNEW
HOSPITALITY DIRECTOR AND SF GENERAL MANAGER

There is a common thread woven through the fabric of Dawn's extensive hospitality background: her love for all people and a sincere warmth towards others. This, paired with a drive to go above and beyond in making the guest experience memorable and unique, has created a career in leadership and service beyond compare.

At the University of Oklahoma, she began waiting on people and her love of service placed her on a quick and natural path to the finest hotels and restaurants in the country.

As a manager at the Ritz Carlton, Dawn was at the forefront of leadership and hospitality training that led to them winning the Malcolm Baldrige Award. After her tenure at the Ritz, she helped open the renowned restaurant Gary Danko. Here she was instrumental in laying the foundation for a world class establishment in one of the greatest food cities in the world.

Dawn believes service is not exclusive to one industry, and her vision to see what companies need to succeed and how that translates to their guests has given her the opportunity to share her knowledge with a diverse catalogue of businesses. She has spoken at Google twice for upwards of 250 people each time, has mentored and trained staff at medical institutions, boutique grocery stores, high end wineries, restaurants, hotels, and a variety of startups.

