

Sarah Burns

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Detail-oriented senior majoring in Hospitality Management at the University of South Carolina with an interest in obtaining employment at a hospitality business that prides itself on providing high-quality customer service and places an emphasis on employee development.



Education



Aug 2017 – Bachelor of Science: Hospitality Management

Dec 2020 University of South Carolina - Columbia, SC

- GPA: 3.65 / 4
- Relevant Coursework in Club Management, Personnel Organization and Supervision, and Accounting/Finance



Professional Experience



Aug 2020 – College of HRTM at the University of South Carolina – Columbia, SC

Present Club Management and Golf Tourism Intern

- Conducts virtual interviews with professional club managers in order to gather critical information pertinent to the private club management field and create educational case studies.
- Assists full-time faculty in the collection of data that will be used in the classroom to enhance students' knowledge of the club industry.
- Well-versed in telecommunications and video conferencing software used to conduct virtual meetings.



Aug 2019 – McCutchen House Dining – Columbia, SC

Dec 2019 Student Worker

- Worked alongside a diverse group of peers to provide a quality experience for each customer.
- Acquired front and back of house management practice under professional supervision.
- Effectively communicated with all visitors, especially those dining at the McCutchen House for the first time
- Rotated through all facets of the restaurant, including preparing plated food for guests.



May 2019 – River Road and Jasmine Houses and Gardens – Columbia, SC

Aug 2019 Events Intern

- Monitored events of up to 250 guests.
- Ensured guest satisfaction by providing excellent customer service.
- Interpreted BEOs to efficiently set up the venue to exceed client and guest expectations.



Certifications



Feb 2019 ServSafe: Food Protection Manager Certification



Achievements



Palmetto Fellows Scholarship (2017 – Present)



Dean's Scholar Award (2017 – Present)



President's List (2020)



Organizations



University of South Carolina's Student Chapter of Club Management Association of America (2020)



Skills



Creative Thinking



Organization



Adaptability



Customer Service



Written Communication



Video Conferencing Software