

CAROL A. COMO, MIHTM

CarolComo@outlook.com

PROFILE

Higher education professional with extensive academic knowledge and practical industry experience dedicated to providing real world insights to students through a dynamic learning environment in order to prepare students for the challenges and opportunities in the ever-evolving hospitality and tourism industry.

EDUCATION

UNIVERSITY OF SOUTH CAROLINA, Columbia, SC

Master of International Hospitality and Tourism *Management*, May 2022

JAMES MADISON UNIVERSITY, Harrisonburg, VA

Bachelor of Business Administration

Hospitality and Tourism Management Concentration, May 2009

EXPERIENCE

INTERIM INTERNSHIP DIRECTOR AND CLINICAL INSTRUCTOR, August 2024 - Present

School of Hospitality and Tourism Management

University of South Carolina, Columbia, SC

- Advise Hospitality and Tourism Management students on the internship program requirements, application process and available opportunities.
- Foster relationships to expand site locations for internships while maintaining supportive and constructive relationships with all industry partners.
- Courses Taught:
 - HTMT 290 Hospitality and Tourism Practicum
 - HTMT 495 Hospitality and Tourism Internship
 - HTMT 344 Personnel Organization and Development

ENAGAGED LEARNING AND OUTREACH COORDINATOR, December 2022 – August 2024

SmartState Center for Economic Excellence in Tourism and Economic Development

University of South Carolina, Columbia, SC

- Designed and developed comprehensive certificate courses aligning curriculum with industry standards and best practices.
- Conducted regular assessments and provided timely, constructive feedback to support student growth and understanding of course objectives.
- Coordinated itineraries and travel arrangements for SmartState center faculty and visitors.
- Processed expense reports and reimbursements, ensuring compliance with university policy.
- Courses Taught:
 - Certificate: Intensive Language Training for International Service Industry Professionals
 - Fall 2023 Topic: Post COVID Industry responses in social media, market research, customer service, crisis leadership
 - Spring 2024 Topic: Sustainable Development Goals

ADJUNCT INSTRUCTOR, January 2024 - May 2024

*School of Hospitality and Tourism Management
University of South Carolina, Columbia, SC*

- Designed and administered assessments, including quizzes, exams, and projects, to evaluate student progress and comprehension.
- Provided timely and constructive feedback on assignments, fostering student growth and academic improvement.
- Courses Taught:
 - HTMT 344 Personnel Organization and Development

TEACHING ASSISTANT, August 2022 – January 2023

*Dr. Charles Partlow, School of Hospitality and Tourism Management
University of South Carolina, Columbia, SC*

- Assisted professor in delivering lectures, facilitating classroom discussions and grading assignments for undergraduate courses.
- Developed supplementary learning materials, including study guides and practice exercises, to reinforce key course concepts.
- Courses Taught
 - HTMT 440 Services Management for Hospitality and Tourism

GUEST LECTURER

University of Lapland Applied Sciences, Lapland, Finland
November 15, 2023
Topic: Crisis Guest Service Attendants in Tourism

University of South Carolina, Columbia, SC
November 11, 2021
HTMT 110 - Introduction to Hospitality Industry
Topic: Meetings, Conventions and Expositions

Columbia College, Columbia, SC
November 30, 2021
BUS 202 - Introduction to Hospitality and Tourism
Topic: Industry Outlook and Trends

GRADUATE ASSISTANT, August 2020 – May 2022

*School of Hospitality and Tourism Management
University of South Carolina, Columbia, SC*

Dr. Scott Smith – August 2021 - May 2022

- Responsible for assisting in daily classroom protocol such as attendance, lecture recordings and posting to Blackboard.

Instructor Kevin M. Ayres - August 2021 - May 2022

- Responsible for researching and converting relevant articles into PowerPoint presentations for lectures, grading assignments and managing Blackboard grade center.

Dr. Sandy Strick - August 2020 - May 2021

- Responsible for grading class assignments, managing Blackboard, setting-up classroom for lab related class lectures, managing technology for in-person and virtual participants.

RELEVANT INDUSTRY EXPERIENCE

REALTOR, January 2014 - February 2021
RE/MAX, Lexington, SC

EVENT PLANNER, February 2014 - February 2018
By Invitation Only Event Planning and Design, Columbia, SC

CATERING SALES DIRECTOR, February 2013 - February 2014
Service System Associates Riverbanks Zoo & Garden, Columbia, SC

CATERING SALES MANAGER, September 2009 - February 2013
ARAMARK Riverbanks Zoo & Garden, Columbia, SC

PATHWAYS TO LEADERSHIP, MANAGER IN TRAINING, July 2009- August 2009
ARAMARK The Adventure Aquarium, Camden, NJ

INTERN, June 2008 - August 2008
ARAMARK The Franklin Institute, Philadelphia, PA

INTERN / FRONT OF HOUSE SUPERVISOR, November 2006 - February 2008
Spotswood Country Club, Harrisonburg, VA

STAND SUPERVISOR, April 2000 - May 2006
Kamans Art Shoppes at Sesame Place, Langhorne, PA
United Parks & Resorts, formally Busch Entertainment Corporation

UNIVERSITY INVOLVEMENT

Internship Sub-Committee
University of South Carolina, School of Hospitality and Tourism Management
Fall 2024- Present

Engaged Learning Group
University of South Carolina, College of Hospitality Retail and Sport Management
Fall 2024-Present

IEFT FAIR Istanbul, Turkey
Representing the University of South Carolina College of HRSM
November 2023

CERTIFICATIONS

Court of Master Sommeliers Certified Sommelier Level 1, February 2021