Sherry Vaughn

TABC-CERTIFIED · GUEST SERVICES & HOSPITALITY MANAGEMENT

Fischer, TX · 512-644-1997 · sherry@sherryvaughnwine.com

TABC-certified hospitality manager with 6+ years leading guest experience at a high-volume Texas Hill Country attraction — leading a team of up to 15 and personally greeting most of the 3,000–5,000 guests who walk in each month. Top membership seller on staff, converting day visitors into annual members. Lifelong red-wine enthusiast with 20+ years touring Napa, Sonoma, Willamette Valley, and Washington wine country — now devoted to Texas Tempranillo and the Hwy 290 Wine Trail she has watched grow since 2009.

CERTIFICATIONS

TABC Certification — current through 10/2028

Texas Food Handlers — current through 10/2028

EXPERIENCE

Science Mill

Johnson City, TX — Hwy 290 corridor

Visitor Services Manager

June 2020 – Present

- The first face of the museum: on the front desk every open day — plus roughly half of closed-day field trips — personally welcoming most of 3,000–5,000 monthly guests
- Hire, schedule, and lead a guest-services team of up to 15 through surges of 500–1,000+ guests on signature event days (Snow Day, Shark Week, Dino Discovery Day, Butterfly Bonanza)
- **#1 membership seller on staff** — converts 5–20 day visits into annual memberships every month by reading guests and matching benefits to their visit
- Coordinate staffing and logistics for field-trip days of 200–400+ guests, private events, and birthday parties
- Run front-of-house operations end to end: admissions, gift shop sales, and cash handling on the Blackbaud Altru POS
- Partner across museum teams to keep exhibits, events, and floor operations running smoothly

Exhibit Explainer

September 2019 – June 2020

- Guided guests through hands-on exhibits with approachable storytelling — turning complex subjects into engaging conversation for all ages
- Learned exhibit troubleshooting; supported the front desk and hosted birthday parties

Earlier career: 17+ years at BERGER/ABAM Engineers (Federal Way, WA) in accounting, project coordination, and front-office roles — accounts payable/receivable, client invoicing, and proposal coordination.

WINE KNOWLEDGE

- 20+ years touring American wine country: Napa and Sonoma (barrel and cask tastings since 2002), Alexander Valley, Lodi, and Mendocino; Willamette Valley Pinot Noir; Yakima Valley and Woodinville, WA
- Texas focus: Tempranillo, Malbec, and emerging Texas red varietals; has followed the Hwy 290 Wine Trail's growth firsthand since 2009

SKILLS

Guest experience & hospitality · Team scheduling & leadership · Membership & upsell sales · Event coordination · POS & cash handling (Blackbaud Altru) · Google Workspace

> *"Sherry at the front desk is the sweetest human being ever — she really goes out of her way for the guests here."*
> — Guest review of Science Mill, Yelp