

NORTH HERO HOUSE

INN & RESTAURANT

Hospitality Host

Reports to: Hospitality Supervisor, Hospitality Manager

Welcome to the North Hero House. We are so happy that you joined our dedicated, diverse and evolving team. We are fortunate to enjoy a unique history and abundant natural beauty in the North Hero Village and our legacy of excellence and gracious hospitality lives on with each of us. Focused on teamwork and purpose, we know that together we can learn, grow and continue to serve our community of locals and visitors for years to come.

North Hero House is a charming 26-room inn nestled in the picturesque village of North Hero, VT. With breathtaking views of Lake Champlain, our inn offers guests a cozy retreat and unparalleled hospitality. Our establishment features a full-service year-round restaurant serving delicious cuisine sourced from local ingredients, as well as a seasonal outdoor restaurant open during the summer months.

Our Vision: To embrace our legacy, creating cherished memories.

We celebrate our historic lakeside setting where locals and visitors can gather, ensuring that every guest leaves with cherished memories of their time spent with us. Through showcasing our incredible location and hospitality, we aspire to become the premier dining and lodging destination in the Lake Champlain region, offering unparalleled opportunities for relaxation, recreation and connection. ***We love it here!***

Love

Excellence

Respect

Compassion

Honesty

Job Description:

Our Hospitality Host is responsible for ensuring our guests have a great experience. Hospitality Hosts have to be flexible, technologically savvy, familiar with the area, great multi-taskers and have a calm presence with an ability to creatively handle any issues that may arise. Hospitality Hosts are quick learners. No experience is necessary but a great attitude and positive mindset is a must.

Responsibilities Include but are not Limited to:

- Managing room reservations through online, phone, and in-person channels.
- Greeting guests upon arrival, completing registration, and assisting with room assignments.
- Facilitating payment for all services prior to guest departure.
- Addressing issues and complaints promptly and courteously.
- Coordinating special requests and appointments as needed.
- Providing information about local amenities and onsite activities.
- Handling phone calls and email correspondence efficiently.
- Assisting guests with inquiries and fulfilling requests promptly.
- Maintaining cleanliness in public areas such as the lounge and restrooms throughout the day.
- Ensuring timely completion of breakfast service and housekeeping duties.

Hospitality Host