

# NORTH HERO HOUSE

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## INN & RESTAURANT

### **Houskeeper**

**Reports to:** 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 Housekeeping staff are the backbone of our business. Housekeeping is responsible for the general cleanliness and sanitation in all of our guest rooms and public spaces. Housekeepers must have a great attention to detail and be able to lift up to 50 pounds. Our Housekeepers should be upbeat and have a great work ethic.

#### **Responsibilities Include but are not Limited to:**

- Conducting thorough housekeeping for guest rooms for both stayovers and check-outs/check-ins including but not limited to: Changing bed linens and refreshing bathroom linens, Vacuuming and dusting to maintain cleanliness standards, Emptying trash and ensuring proper disposal, Ensuring bathrooms are meticulously cleaned and sanitized.
- Promptly reporting and returning any guest property left behind after departure.
- Alerting management to any damages or maintenance issues observed in guest rooms.
- Properly cleaning and storing all housekeeping equipment and supplies.
- Performing regular dusting, vacuuming, and disinfecting of public areas.
- Maintaining cleanliness and sanitation in public bathrooms.
- Carrying out all duties with a guest-centric approach.
- Welcoming and assisting guests as needed throughout the property.

Hospitality Host