

# NORTH HERO HOUSE

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## INN & RESTAURANT

### Porter

**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:**

As a Porter at North Hero House, you play a vital role in providing exceptional guest service and maintaining the beauty and functionality of our property. With a friendly and helpful demeanor, you assist guests with their luggage, provide information and assistance as needed, and ensure the upkeep of our beach and amenities. Your dedication to guest satisfaction and attention to detail contribute to the overall success of our hospitality operations.

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

- Welcome guests warmly upon arrival and assist them with transporting luggage to their accommodations.
- Provide information about the property, amenities, and local attractions, answering questions and assisting with guest inquiries.
- Assist with light beer and wine service during midday hours, ensuring guests have a pleasant and enjoyable experience.
- Maintain cleanliness and organization of the beach area, including setting up and arranging lounge chairs and umbrellas.
- Monitor and replenish amenities such as towels, sunscreen, and water to ensure guests have everything they need for a comfortable stay.
- Assist guests with recreational equipment rentals and activities, such as kayaks, paddleboards, and bicycles.
- Perform regular inspections of the beach area and amenities, identifying any maintenance or cleanliness issues and addressing them promptly.
- Collaborate with other staff members to ensure smooth operations and provide support as needed in various areas of the property.
- Demonstrate a positive and professional attitude at all times, striving to exceed guest expectations and enhance their overall experience at North Hero House.

Porter