

NORTH HERO HOUSE

INN & RESTAURANT

Restaurant Host, North Hero House or Pier Bar

Reports to: FOH Restaurant Manager, F & B Director

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:

At North Hero House and Pier Bar, our Host embodies the welcoming spirit of our establishment. They are the first point of contact for our guests, representing our commitment to exceptional hospitality. With excellent people skills and strong multitasking abilities, our Host ensures that every guest feels valued and attended to from the moment they arrive. Acting almost as a manager on duty, the Host plays a pivotal role in ensuring smooth service and upholding our excellent reputation.

Responsibilities Include but are not Limited to:

- Welcome all guests with a warm smile, creating a positive first impression.
- Ensure guests are seated in a timely and paced manner to optimize service flow.
- Facilitate effective communication between guests and all departments, including the bar and kitchen, to ensure smooth transitions during service.
- Collaborate with staff to accommodate special requests and seating arrangements, especially for larger parties.
- Assist in setting or rearranging tables as needed to accommodate guest needs and maximize seating capacity.
- Ensure that phone calls are being answered and messages are being returned promptly to provide excellent customer service and maintain guest satisfaction.

Restaurant Host