

NORTH HERO HOUSE

INN & RESTAURANT

Server, North Hero House or Pier Bar

Reports to: FOH Restaurant Manager, Lead Server

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, our Servers embody warmth, personality, and a genuine dedication to prioritizing our guests' needs above all else. They excel in providing personalized suggestions, taking orders, and ensuring prompt delivery of food and drinks. Our Servers collaborate closely with our talented team of Cooks, Bartenders, Hosts, and Bussers to consistently deliver exceptional service and create unforgettable dining experiences for our valued guests.

Responsibilities Include but are not Limited to:

- Warmly welcoming diners and establishing a positive rapport with them.
- Articulately describing specials and menu items, including knowledge of ingredients and portion sizes.
- Efficiently pacing orders into the kitchen and bar to maintain a steady turnover throughout service.
- Communicating any special customer needs or allergy requirements to kitchen staff.
- Being well-versed in the local area and providing information about upcoming events or inquiries from guests.
- Collaborating with the team to create a memorable dining experience for our guests.
- Ensuring tables remain neat and uncluttered during service by pre-bussing.
- Clearing and resetting tables promptly between guests or for larger parties as required.

Server