

Hertzog Homestead LLC

Hospitality Team Member (formerly Housekeeping/Grounds Person) 9/21



Hertzog Homestead, LLC includes a 23-acre hospitality property including an award-winning Bed & Breakfast, Event Venue, Preserved Farmland, Limestone Gift Shoppe as well as Owners/Innkeepers Residence in Lancaster County, PA. *Our mission is: to provide quality, comfortable environments to our guests, with the highest level of hospitality and thoughtfulness, and constructive communication with those we work with.*

Duties include, but are not limited to:

Bed & Breakfast:

- Regularly check real-time updates related to business activities, guest bookings before shift
- Actively provide quality housekeeping including changeover, straightening guest areas, using checklist
- Ensure confidentiality and security of guest rooms
- Welcome guests, as needed, such as offering welcome beverages, recommend attractions, restaurants
- Assist in Check-in/out Guests, conduct basic tours of rooms/property, as applicable
- Perform daily laundry duties, fold, and store linens
- Assist guests with special requests, including religious and dietary restrictions
- Report inventory replacements to Lead Housekeeper

Event Venue:

- Assist in seasonal maintenance of interior/exterior of Event Venue, such as sweeping, weeding, etc.
- Assist with set up/tear down of chairs, tables related to special events, as applicable

Property Environment:

- Outdoor cleaning, basic maintenance of any areas that are within guest's view throughout the property, regardless of location
- Occasional purchases of inventory, with Manager/Owner approval
- Conduct seasonal basic maintenance of lawns, shrubbery, planting, weeding, and flower beds
- Provide face to face exceptional customer service to guests of all backgrounds and cultures
- Attend and positively contribute in scheduled team meetings
- Attentively look for ways to upkeep and perform basic maintenance, as things arise
- Enthusiastically and positively go about daily duties
- Discuss concerns or suggestions in a timely manner with Manager/Owner
- Other duties and tasks related to the property, as needed

Requirements:

- Honest, detailed person, people person, effective at cleaning, some lifting/carrying required (less than 15 lbs)
- Ability to communicate positively with people including employees, guests, vendors, and conservative local community
- Ability to accurately record and deliver information, meet deadlines and schedules, and maintain confidentiality of business and guest information
- Self-motivated and independently work, adapting to changing work priorities, and interruptions
- Desire to communicate in an edifying manner with leadership regarding concerns, suggestions, or ideas in a way that is uplifting to the overall mission and goals of the company

Hertzog Homestead LLC, 470 West Metzler Road, Ephrata PA 17522

TripAdvisor Certificate of Excellence, Forbes Small Giants Nominee, PA Bicentennial Farm & Home Award, PA Historical Commission, PA Bed & Breakfast Association, Travelers Review Award Booking.com, Spectrum Award for Excellence in Customer Service

