

Inn BoonsBoro

1 N Main Street
Boonsboro, MD 21713



JOB TITLE: Resident Managing Innkeeper

Inn BoonsBoro combines the amenities and world class service of a boutique hotel with the charm and intimacy of a Bed & Breakfast. The Inn, which sits on the site of the first stone structure in Boonsboro, was restored by author Nora Roberts and her husband Bruce Wilder and opened to the public in February 2009.

Inn BoonsBoro was the centerpiece of Ms. Roberts's *Inn BoonsBoro Trilogy* and has been featured on CBS Sunday Morning as well as in The New York Times and The Washington Post. Guests are drawn to the Inn for many reasons including events at Turn the Page Bookstore, the nearby Antietam Battlefield, the Appalachian Trail and other local historic sites.

We are currently seeking a full-time Resident Managing Innkeeper. This may be a FT position for an individual or a PT shared position.

OVERALL REQUIREMENTS:

The right candidate must:

- Have a minimum five (5) years of experience managing an inn or small hotel.
- Be able to take over any and all basic tasks--turning rooms, preparing breakfast, handling wine and cheese service -- at any time.
- Must be able to handle software programs in place.
- Be flexible enough to balance the demands of a hotel that hosts guests from all over the world as well as fit into the fabric and dynamics of a small town.
- Be organized, have a good sense of time-management, have good business sense and understand the bottom line
- Be able to supervise staff and delegate appropriately.
- Be friendly and make guests welcome in all areas.
- Be able to develop and maintain a solid, respectful relationship with other staff, vendors and contacts.
- Be willing and able to market and hold small events and accommodate groups.

- Be able to create new, fresh packages, develop ideas to bring in new guests while maintaining the core vision of superb guest services for IBB.
- Must be sensitive to and adhere to policies and procedures associated with COVID-19 and its variants and ensure the staff does the same.

SPECIFIC DUTIES:

Manage staff of seven (full time resident innkeeper, part-time breakfast chef, full time housekeeper, three assistant innkeepers/housekeepers and gardener)

- Schedule staff
- Handle reservations
- Cross train staff to cover all positions in times of high occupancy
- Have an excellent sense of time-management
- Use the staff's talents to the best advantage
- Foster a sense of ownership in the entire team.

Communications

- Must have good phone and conversations skills.
- Phones must be answered in person between 10-6 daily.
- Respond to off-hours voice mails promptly.
- Answer emails -- must be able to draft letters, social media posts and emails quickly and simply.
- Post (or delegate responsibility) to Inn's Facebook page a minimum of two times per week.
- Write (or delegate responsibility) quarterly email newsletter
- Maintain data bank of guests and send Christmas cards to all guests of that year by first week of December.

Guest Check-in/Check-Out

- Have paperwork prepared for guests
- Offer drink/snack as they check in
- Offer to give tours of property as time allows/Set a specific time for a group tour during periods of high occupancy

Food Preparation

- Coordinate with chef on menus, baked goods offered throughout the day and spread offered during wine and cheese service

Property management

- Coordinate with head housekeeper on daily cleaning tasks including vacuuming, dusting, mopping floors, trash removal, bathroom maintenance, kitchen cleaning and laundry
- Purchase supplies
- Laundry processing
- Inventory of linens and supplies
- Maintain exterior including cleaning/clearing porches and The Courtyard
- Maintain seasonal flower pots on porches and The Courtyard
- Oversee/coordinate annual holiday decorations
- Coordinate minor repairs with business manager.

Marketing/Events

- Coordinate four quarterly public tour days in which the first floor of the inn is open to tours by the public. Coordination includes advance notice on social media and the Inn's website; working with managers of other businesses in town so they can offer specials to the guests in town.
- Build new relationships to begin marketing IBB as a venue for events. This includes, but is not limited to, small weddings, teas, book clubs, historical associations, and social groups such as The Red Hat Society.
-

Note: Events are currently on hold based on COVID restrictions.

Community Relations

- Must be able and willing to coordinate with other managers and businesses through regularly scheduled manager meetings as well as informal interaction.
- Must understand that while IBB is a high-end B&B it sits in a small, rural town.
- Must be willing to become a part of that town.

COMPENSATION: Negotiable

CONDITION OF EMPLOYMENT: Must be fully vaccinated against COVID-19 and its variants.

Benefits: One (1) week of paid vacation after one year and three personal days after two (2) years of employment. Two weeks vacation after five (5) years. Discounts at Vesta Pizzeria, Fit in Boonsboro, and Turn the Page Bookstore. Please note that no health benefits are offered at this time.

LOCATION: 1 N Main Street, Boonsboro MD 21713