



Delaware
North.



Peaks of Otter Lodge

Bedford, Virginia

2022

PEAKS OF OTTER LODGE: A VISION



ELEVATE THE BAR

Raise the quality, execution, hospitality & efficiency to exceed the guests' needs by investing in the Delaware North Team and our Associates.

OUR VISION

A destination resort with experiential craft cocktails, dynamic beer offerings, premium wine selections, and craveable food in an energetic atmosphere where people connect and enjoy themselves.

OUR PURPOSE

The bar is the lifeline and soul of Delaware North! We continue to be industry leaders by providing quality ingredients, flawless execution, and purposeful innovation to drive the guest experience resulting in increased sales, traffic & profitability.

YOUR GOAL

Associates working to deliver a positive experience to every guest, every time. This manual provides training to become the best Associate in the industry and tools to deliver the highest guest experience every shift, every time.