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# ALL ABOUT KARISSA

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## AN INTERVIEW WITH THE FACE OF THE FRONT DESK AND BLOG WRITER

**WRITTEN BY KARISSA RAMSEY**

I think something special about visiting Hessenland is our smaller team of staff that allows all our guests to get to know us and really create a connection with us! The connections we're able to create with our guests are unique from what you would find at a bigger establishment and allow for a more personalized stay! We strive to be able to have more meaningful interactions with our guests and doing so makes our jobs more enjoyable and encourages our guests to feel like they really are a part of the Hessenland family and welcome anytime! This is why I wanted to interview some of the more prominent faces of our staff team so that you as the guest feel comfortable and like you already know us before you even walk through our doors! In addition, our Huron County locals make excellent tour guides of the area and shared some of their favourites for you to try as well!

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**"ST JOES" RED**



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**What's your favourite thing about working at Hessenland?**

Meeting new people and creating a lasting impression both on the business side and personally... there are some guests that I still keep in contact with and have become close friends with outside of work

**What's your favourite spot around Hessenland? (Waterfall, Gazebo, The Guest House, Etc.)**

The gazebo would be my guest friendly choice but behind the front desk is my happy place!

**What's your favourite Hessenland event?**

Most of my days off actually fall on our event days but I love wedding days! Most of our staff are in the back helping out with the wedding so the front of house is pretty quiet after check-ins... if we don't have a ton of dining reservations it's a good time for me to get everything done!

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**What do you think is the most underrated place/spot/experience at Hessenland?**

The gazebo at night... the twinkling lights are absolutely gorgeous overhead paired with the sounds of nature and a glass of wine.

**What's something you wish people knew before booking a room at Hessenland?**

The team has been in the process of a huge rebranding this season and it's worth the visit! Even if you've visited before, you're in for a new experience this season!



**If you weren't working at Hessenland, what do you think you would be doing career wise?**

Probably something to do with writing, books, or horses.

**What's the most rewarding part of your job?**

Being able to talk with guests and being the first face (usually) they see when they come in the door. I love creating a connection with guests.

**What's the most challenging part of your job?**

I'm a very sensitive, empathetic person so sometimes I have a bit of a difficult time reminding myself that harsh words from guests (especially since it's uncommon), or constructive criticism from co-workers isn't something to take to heart.

**What's your favourite Hessenland meal past or present?**

The Veggie Stir-Fry with beef is a current favourite but I love the Butternut Squash Soup and the German Cheesecake... Lanh always makes delicious feature desserts too!

**What's your favourite Schatz wine?**

Blume Vidal is my favourite white but Musuko Marquette is my favourite red.

**What did you do before you joined the Hessenland team?**

I worked in a grocery store as a personal shopper, cashier, and customer service representative before going off to school. But have always helped out with my family's racehorses whenever I could.



**What's the biggest piece of advice for someone who might be looking to do something like what you do now?**

Don't be afraid to put your resume out there, even if you don't think you're perfectly qualified-- you're more than likely to get the job by applying than not.

**What pathway did you take to get to where you are now? (University, College, or jumping right in.)**

I did my first year of school at University of Toronto before transferring to Western University for my remaining three years... I applied to Hessenland after finishing year two and have been balancing both work and school since then!

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**What made you move to the area/decide to stay in the area?**

I'm from Huron County and was extremely eager to get away from Huron County when I was able to leave for school but found I missed it so much when I was away... after finding my place at Hessenland, I've fallen in love with Bayfield, Exeter, and Grand Bend (Lambton County I guess) and know this is where I want to be.

**What's your favourite part about living in Huron County?**

It's so underrated and I love the small town businesses and the overall "vibe", The summers here are amazing!

**Where do you think is the most underrated place to visit in Huron County?**

I grew up in Goderich--the businesses around the square are some of my favourites, especially Cravings and Cait's Cafe! The spritzers and lavender lemonade at the respective locations are to die for!

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**What's your favourite place to visit in Grand Bend?**

I spend most of my Grand Bend time with my boyfriend fishing on the pier but we love to visit New Orleans Pizza and Dairy Dip when we aren't fishing.

**What's your favourite place to visit in Bayfield?**

I spend quite a bit of time at the beach... If you go all the way to the end of Cameron Street and are brave enough to traverse the hill down, the beach there is perfect for swimming laps with the break walls as markers.

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**What do you like to do in your free time?**

I keep pretty busy when I'm not working or doing school by horse back riding, reading, writing, fishing, going to the gym, and mothering my dog.

**What are 3 random yet interesting facts about you that the other questions haven't touched on?**

1. I LOVE crystals, meditation, and self-care... I have a collection of over 50 crystals at home and plans to buy more.
  2. I'm going to school for a major in English and a minor in Classical Civilizations... One year left!
  3. My mom actually went to school for Hotel Resort Operations and has held managements positions at Benmiller Inn, The Little Inn of Bayfield, and various other hotels in Ontario before switching careers to finance... I guess the hospitality business is in my blood!
  4. (Bonus!) I almost didn't make an interview post for myself but was convinced by some of the other staff who said I deserved my own.
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