

Great Smoky Mountains Railroad

Division/Department: Food & Beverage Department

Job Title: Crown Host

Reports to: Food & Beverage Manager

Type of Position: Seasonal/Non-exempt hourly

Job Summary: Crown Hosts provide personal service to crown coach passengers to insure the safety and comfort of passengers aboard the train. Works as a team member of the Food & Beverage Department.

Duties and Responsibilities:

- Boards & deboards passengers for the Crown Class cars.
- Issues a welcome announcement and introduction to passengers assigned to Crown coach car.
- Provides information regarding train route, layovers, box lunches, board/deboarding and safety information to passengers while catering to passenger needs.
- Provides historical narrative and points of interest along the route.
- Refills beverages throughout excursion.
- Bartends and sales for specialty mixed beverages, beer, and wine.
- Cash handling for bar sales including accurate count of start-up and ending monies, accurate change counting, and accurate sales transactions.
- Swings seats for passengers based on seating configuration and need of passenger.
- Cleans and maintains bar area, cleaning coke fountain and ice bins on daily basis.
- Keeps car clean and neat at all times during the excursion.
- Collects trash from passengers prior to layover arrival.
- Stocks and maintains restrooms in assigned crown coach.
- Responsible for stocking daily supply check list.
- Locks and secures all alcohol at end of shift.
- Participates in ongoing safety and customer service training, and attends regular daily safety meetings.
- Other duties as requested by Food & Beverage Management.

Work Experience Requirements:

- Must be at least 18 years of age.
- A basic knowledge of food or beverage service preferred.
- Basic cash handling skills.
- Previous customer service experience preferred.
- Long days may require prolonged standing and lifting of heavy objects of up to 50lbs.
- Ability to work weekends and some holidays.
- Must have good equilibrium, not affected by motion and able to travel by train.

Tools and Equipment Used:

- Cash register, credit card machine
- Coke fountain, coffee brewer
- PA system, microphone