

Great Smoky Mountains Railroad Job Posting



Are you looking to launch, or take the next step, in a railroad career with a premier adventure/heritage tourism company that focuses creating memories that will last a lifetime for its guests? Don't delay in finding out more about this position Great Smoky Mountains Railroad. This is an exceptional opportunity to grow your career with GSMR, an [American Heritage Railways](#) company.

After reviewing the job description below if this is a position that you would like to interview for please email your completed application and/or resume in a Word or PDF document specifically addressing why you could be our candidate of choice for this position to srodeck@gsmr.com. Posting will be open until filled. EOE.

Job Description:

Division/Department: Food & Beverage

Job Title: Crown Attendant / Concessions

Reports To: Food & Beverage Management

Type of position: Non-Exempt / Hourly

Employee Classification: Seasonal

Location: Food & Beverage Depot Office

Compensation: \$10.00 hourly

Job Summary: To provide an excellent experience for our guests through proper steps of service and maintain a great work environment. To ensure the comfort and safety of passengers aboard the train. To serve snacks and beverages in a safe and professional manner. Enhance guest experience with prompt, courteous service and narratives.

Essential Duties and Responsibilities:

- Checks with MOD for daily numbers and objectives.
- Ensure that the service is at all times performed in a professional manner and to the style as specified by Food & Beverage Management.
- Inspects passenger car for cleanliness, proper setup and supply levels.
- Provide a snack and drink service during excursion.
- To ensure that all guest wishes are met as far as reasonably possible.
- Provides information regarding train route, layovers, box lunches, board/de-boarding, historical narratives, and safety information to passengers.
- Engage customers demonstrating strong customer service skills as part of the overall team.
- Be in complete uniform at all times during shift.
- Provides assistant with crown seating. (Ensuring that each passenger knows that the seats can be turned).
- Assist in having passengers switch sides on the return trip.
- Maintains a clean and sanitary environment in compliance with all local and federal health codes.
- Adhere to company service standards, procedures and policies.
- Assist in putting up vendor trucks and pulling pork.
- Other duties as requested.

Education, Skill and Work Experience Requirements:

- High School Diploma or equivalent.
- Ability to communicate effectively in both written and spoken English.
- Must be self-motivated and disciplined.

- Must be at least 18 years of age.
- Minimum of one year customer service experience which includes cash handling.
- Good balance/equilibrium: walk on moving trains.
- Must possess organizational skills with ability to multi-task while prioritizing workload with practical, flexible and innovative approach to work.
- Ability to communicate successfully with a variety of personalities and function effectively as a member of a team.
- Available to work weekends and holidays.
- Must be able to constantly improve and adapt to changes easily.
- Must have professional appearance with good personal hygiene.
- Must pass a pre-employment background check.
- Able to maintain dependable work attendance and flexibility with assigned work schedules.

Work Environment:

- Able to work long days may require prolonged standing and lifting of objects up to 50lbs.
- Able to work with many types of personalities and able to work out problems and resolve conflicts.
- Able to work in all types of weather.
- Able to tolerate temperatures of 0-100 degrees.

This is a job description, not intended to be specific. We work as a team at GSMR and you may be asked to do additional tasks.