

# GREAT SMOKY MOUNTAINS RAILROAD

**Division / Department:** Food & Beverage

**Job Title:** First Class Server

**Reports to:** Food & Beverage Manager

**Type of Position:** Seasonal/Non-exempt hourly

**General Description:** The First Class Server job duties are to serve food and beverage in a safe and professional manner on first class cars. To enhance guest experiences with prompt, courteous service with a special attention to the guests' needs.

## **Duties and Responsibilities:**

- To ensure that the service is at all times performed in a professional manner and to the style as specified by Food & Beverage Management.
- To ensure that all passenger wishes are met as far as reasonably possible.
- Share knowledge of the menu, ingredients, available wine, beer, and cocktails.
- Provides information regarding train route, layovers, board/deboarding, historical narratives, and safety information to passengers.
- Adhere to company service standards, procedures and policies.
- Deliver food and beverage items fast and courteous.
- Maintain safe and sanitary food handling practices in all areas.
- Take payments for additional sales made during the excursion.
- Maintain and exceed Health Department Regulations.
- Assist supervisor in any other area or task.

## **Work Experience Requirements:**

- Must be at least 21 years of age.
- A basic knowledge of food service.
- Basic cash handling skills.
- Previous customer service experience preferred.
- Long days may require prolonged standing and lifting of heavy objects of up to 50lbs.
- Available 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

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.