

Great Smoky Mountains Railroad

Division/Department: Food & Beverage

Job Title: Food & Beverage Concession Supervisor

Reports to: Food & Beverage Manager

Type of Position: Seasonal

Job Summary: Responsible for the daily operations of Concessions in the Food & Beverage department. Plans, organizes, directs and controls Concession activities to ensure the department's goals and objectives are reached and consistent with established Company policy and procedure. Works as a team member of the Food & Beverage Department.

Duties and Responsibilities:

- Responsible in organizing, directing and controlling all Concession activities to ensure the department's goals and objectives are reached and consistent with established Company policy and procedure.
- Assist in inventory and cost control.
- Assist in recordkeeping of alcohol inventory.
- Focus on suggestive sales and waste control.
- Assist in making sure back orders, shortages and out of stock situations are controlled.
- Focus on onboard inventory and keeping appropriate stock levels.
- Assures compliance with all federal, state and local food sanitation regulations.
- Participates in training of Food & Beverage personnel.
- Monitor staff performance and recommend personnel actions such as promotion, disciplinary action and termination.
- Oversee and ensure compliance with GSMR policy, procedures and safety program including Safety Rules, Operating Rules and participation in ongoing safety training/regular daily safety meetings/toolbox talks.
- Initiate/Complete required paperwork and recordkeeping in a timely manner providing accurate reports to accounting, payroll, HR, Food & Beverage Manager and senior mgmt. as requested.
- Direct/Oversee/Accomplish any special projects requested by Food & Beverage Managers and/or AHR/GSMR senior management.
- Other duties as requested by Food & Beverage Managers and/or AHR/GSMR senior mgmt.

Work Experience Requirements:

- Minimum of 2 years of experience in the field or related area with supervisory experience preferred.
- Must be Serv Safe Certified.
- Must be able to communicate effectively in both written and spoken English, possessing good leadership and interpersonal skills with proven ability to supervise people. Must be able to interact effectively with coworkers and customers.
- Must have an understanding of federal, state and local food sanitation regulations.
- Must be familiar with a variety of the field's concepts, practices and procedures.
- Must be able to work a flexible schedule with night, weekend and holiday hours.

Education and Other Requirements:

- High School Diploma or equivalent.
- Must have valid driver's license.
- Must be able to lift 50 lbs.

Tools and Equipment Used:

- Kitchen equipment
- Cash register
- Computer