

GREAT SMOKY MOUNTAINS RAILROAD

Division / Department: Food & Beverage

Job Title: Runner

Reports to: Food & Beverage Manager

Type of Position: Seasonal/non-exempt

Job summary: Make sure that food & beverage needs are fulfilled before the train leaves the station, run food from kitchen to passengers, assist in clearing tables after each course, perform cleaning and closing duties upon the train returning to the station.

Duties and Responsibilities:

- To ensure that all guest wishes are met as far as reasonably possible.
- To ensure that the train dining areas are maintained to a high standard of cleanliness.
- Communicate final number of passengers to the kitchen and concessions car staff.
- Prep train for departure such as filling ice and delivering coffee and food to appropriate cars.
- Deliver food from kitchen to passengers at the appropriate time.
- Promptly clear tables after each course is served.
- Assist with boarding and deboarding passengers where and when needed.
- Collect bus pans, extra food, and dishes back to the kitchen for cleaning.
- Assist the concessions car staff if necessary.
- Collect and turn in needs lists for each car.
- Assist in clean-up, dump ice and remove coffee pots from train.
- To be aware of the Health & Safety regulations.

Work Experience Requirements:

- Must have at least one year of customer service experience.
- A basic knowledge of food service.
- Long days may require prolonged standing and lifting of heavy objects of up to 50 lbs.
- 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

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.