

Great Smoky Mountains Railroad

Division/Department: Food & Beverage Department

Job Title: Concessionaire

Reports to: Food & Beverage Manager

Type of Position: Seasonal/Non-exempt hourly

General Description: Concessionaires' provide customer service to train passengers to insure the comfort and safety of passengers aboard the train. Work in café, conductors' café, & patch areas providing customer service, food preparation, cash handling, and stocking food items.

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 guest wishes are met as far as reasonably possible.
- Adhere to company service standards, procedures and policies.
- Provides information regarding train route, layovers, box lunches, board/deboarding, historical narratives, and safety information to passengers.
- Cash handles for bar & food sales.
- Keeps car clean and neat at all times during the excursion.
- Responsible for stocking daily supply check list.
- Prepares food for café and concessions cars, including box lunches.
- Maintains sanitary and safe food handling procedures.
- Assists with receiving, storage, and proper handling of inventories.
- Other duties as requested by Food & Beverage Management and/or GSMR senior mgmt.

Work Experience Requirements:

- Must be at least 18 years of age.
- A basic knowledge of food service.
- Minimum of one year customer service experience which includes cash handling.
- Must be able to interact effectively with customers and coworkers.
- 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, basic restaurant equipment
- PA system, microphone

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.