

# 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 with a separate cover letter Word or PDF document specifically addressing why you could be our candidate of choice for this position to [ledwards@gsmr.com](mailto:ledwards@gsmr.com). Posting will be open until filled. EOE

## **Job Description:**

**Division/Department: Food & Beverage**

**Job Title: Food & Beverage Runner**

**Reports To: Food & Beverage Management**

**Type of position: Non-Exempt / Hourly Employee Classification: Seasonal**

**Location: Food & Beverage Depot Office**

**Compensation: \$12-\$14 hourly**

**Job Summary:** Make sure that food & beverage needs are fulfilled before the train leaves the station, Ice all cars, 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. To enhance guest experiences with prompt, courteous service.

## **Essential Duties and Responsibilities:**

- Checks with MOD for daily food numbers and objectives.
- To ensure that all guest wishes are met as far as reasonably possible.
- To help 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 food to appropriate cars.
- Deliver food from kitchen to passengers at the appropriate time.
- Assist in the clearing of tables after each course is served.
- Able to change out Bag in Boxes and CO2 tanks.
- Assist with boarding and de-boarding passengers where and when needed.
- Collect bus pans, extra food, and dishes back to the kitchen for cleaning.
- Collect and fulfill needs lists for each car including any alcohol for Conductors Café.
- Adhere to company service standards, procedures and policies.
- Assist in clean-up, dump ice and remove used items from Caboose.
- Receive and putting away Alcohol deliveries in respective areas
- Assist with monthly alcohol inventories
- Other duties as requested by Food & Beverage Management and/ or GSMR senior mgmt.

## **Education, Skill and Work Experience Requirements:**

- High School Diploma or equivalent.

- Basic knowledge of food service and preparation.
- Ability to communicate effectively in both written and spoken English.
- Must be self-motivated and disciplined.
- Must be at least 18 years of age.
- Able to prioritize tasks.
- 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, Work Steps Program and Driver's License check.
- Able to maintain dependable work attendance and flexibility with assigned work schedules.

**Work Environment:**

- Must be able to lift loaded food tray above shoulder.
- Able to work long days may require prolonged standing and lifting of objects up to 75lbs.
- 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.
- Able to tolerate a fast-paced, hectic environment.

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.