



## **Job Posting**

**Department: Retail Sales and Food & Beverage**

**Position: First Class Attendant**

**Date Available: Immediately**

**Reports to:** Retail and Concessions Director

**Type of Position:** Seasonal/Hourly/Non-Exempt

### **Job Summary:**

As a First Class Attendant you are responsible for hospitality and food & beverage services for guests during train rides. To enhance passenger's experiences with prompt, courteous service with a special attention to passenger's needs. Position will include but is not limited to: provide snack and beverages, assist passengers to board train, customer service, cash handling, inventory control, merchandise, supply restocking, and train upkeep.

### **Duties and Responsibilities:**

- Onboard train attendant will provide excellent customer service, food and beverage sales for train concessions
- Acknowledge and greet all guests upon arrival for rides. Deliver an outstanding guest experience promoting customer loyalty and achieve stores financial goals & objectives
- Participate in train opening and closing duties. Proper cash handling and accurate sales transactions
- Ensure proper inventory control of food and beverage products
- Ensure that the service is at all times performed in a professional manner and to the style as specified by retail management
- Ensure that all guests wishes are met as far as reasonably possible
- Adhere to company service standards, procedures and policies
- Maintain train car presentation. Ensure the train is neat, cleaned and organized throughout each business day
- Dependable attendance and punctuality is required
- Assist supervisor in any other area or task assigned

### **Work & Education Experience Requirements:**

- Basic knowledge of food service and cash handling
- High School Diploma or equivalent
- Valid driver's license preferred
- Must be able to lift 25lbs
- Ability to work a flexible schedule, weekends and some holidays
- Must have good equilibrium, not affected by motion and able to travel by train
- Ability to be on your feet for extended periods of time

**This position will be posted until filled.**

After reviewing the attached posting if this is a position that you would like to interview for please email your completed application, optional resume, and a separate cover letter Word or PDF document specifically addressing why you could be our candidate of choice for this position to

[HR@MtRainierRailroad.com](mailto:HR@MtRainierRailroad.com).