

Subject: Amtrak- 15 Lead Service Attendants. No experience needed . Excellent Pay and travel benefit \$17.48-\$23.00 per hour after training. TRAVEL: 100 % - 4-8 DAY TRIPS.

Amtrak, the nation's leader in passenger rail service is searching for 15 Lead Service Attendants.

SUMMARY OF DUTIES: The Lead Service Attendant (LSA) is primarily responsible for creating a welcoming atmosphere of hospitality for Amtrak passengers that results in exceeding customer expectations. Works in a fast-paced environment on board trains. Coordinates work and supervises a team of food and wait staff responsible for the provision of food and beverage service to Amtrak passengers. Maintains cleanliness of rail car interior ensuring compliance with FDA and Amtrak Service Standards requirements. Functions independently while simultaneously supporting the service staff. Utilizes superior interpersonal skills to communicate clearly and effectively with passengers and crew to insure employee and customer satisfaction in both ideal and off schedule conditions. Responsible for safe practices and meeting sanitation standards during all segments of service from loading, stocking, preparing, serving, clean-up, and end of trip close outs. Responsible for the security, sale, safe handling and accounting of food and beverage products. Strictly complies with cash and credit transaction handling procedures and protects Amtrak funds. Adheres to uniform and grooming requirements. Prepares associated paperwork. Utilizes a cash register or similar point of sale device and follows established accounting procedures without deviation.

EDUCATION: Must have a high school diploma or equivalent. Some college or vocational training preferred.

WORK EXPERIENCE: Must have some experience in a customer service or similar public contact role exhibiting responsibility, initiative, physical coordination, problem solving, creativity, and leadership characteristics. Work experience must demonstrate strong, clear and effective verbal communication and interpersonal skills, professionalism, and a customer-friendly demeanor. Must have satisfactory attendance and safe work record. Prior experience working in a team service environment preferred. Some experience in a food/beverage environment, cash Restaurant and/or Travel, Hospitality industries preferred.

OTHER REQUIREMENTS: Applicants for the position of LSA must: Successfully complete background-screening checks related to previous employment, credit history, and criminal background checks. Successfully complete a customer service aptitude & integrity test instrument. Successfully complete drug screening and pre-employment medical exam. Must be 21 years of age by the end of classroom training. Be able to lift 50lbs. Be able to work while standing for long periods of time. Be able to work a variety of hours and days off, including up to eight days away from home crew base. Demonstrate a friendly, outgoing, and courteous disposition.

COMMENTS: Must have prior satisfactory work performance.

TRAVEL: 100 % - 4-8 DAY TRIPS.

HOW TO APPLY: Go to www.amtrak.com, click on Careers at the bottom of the page, look for the Lead Service Attendant position in Los Angeles under California location. Call 202-906-2739 for technical assistance ONLY if you have trouble applying. This number will not answer job related questions.

You may email your resume to the link above if you are unable to apply

- Location: Los Angeles (Union Station)
- Compensation: \$64.00 per day during training/ After training \$17.48 - \$23.30 Per Hour

- **Principals only. Recruiters, please don't contact this job poster.**
- **Please, no phone calls about this job!**
- **Please do not contact job poster about other services, products or commercial interests.**

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