NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

PULLMAN STEWARD

START YOUR VOLUNTEER JOURNEY

Volunteers are the beating heart and soul of our much-loved living museum.

The North Yorkshire Moors Railway offers a wide range of experiences for those who love history, trains, and a unique experience. Volunteering presents you with the opportunity to meet new people from all walks of life. You'll gain worthwhile skills, and this can result in a real sense of achievement. Around 1000 volunteers work in various roles across the NYMR and they all bring something unique with them.

OVERVIEW OF PULLMAN STEWARD ROLE

Our Pullman Stewards provide an excellent and friendly service to our dining passengers on our historic Pullman carriages while travelling through the stunning North York Moors National Park. It's a fast paced and unique hospitality environment, where you'll be working as part of a team helping to deliver a premium product.

WHAT'S IN IT FOR YOU?

- becoming part of a friendly and dedicated team
- volunteering in a leading heritage environment and living museum
- learning new skills and taking on new personal challenges
- meeting new people and making new friends
- enjoying new experiences and gaining great personal satisfaction
- access to unique experiences, benefits, and discounts

We work hard to ensure that your volunteer experience with us is enjoyable and rewarding.

YOUR DUTIES WILL INCLUDE

- welcoming and seating our diners on arrival
- taking and delivering drink orders to the table
- serving meals and then clearing on a moving train
- ensuring all areas are kept clean and tidy
- ensuring all our diners have a wonderful experience on our Pullman

Opportunities are available for volunteers in pot wash/back of house.

SKILLS REQUIRED

- have a good understanding of excellent customer service and care
- the ability to work as part of a team
- the skills to multi-task whilst working in a fast paced environment
- ideally have experience within a catering or retail establishment although not essential
- knowledgeable of hygiene and allergens with Level 2 Food Hygiene, or be keen to learn with appropriate training

TRAINING

All training will be provided to support you in your role, including carrying and clearing food plates etc, taking bar orders, and silver serve.

ADDITIONAL INFORMATION

ROSTER:
This is a rostered role where you will be able to confirm your availability in advance.

WHERE YOU VOLUNTEER:
Depart from, and return to, Grosmont Station (YO22 5QE)

TIME COMMITMENT:
Usually a turn lasts for up to 6 hours and we would expect a minimum commitment of at least two turns per month during the operating season. A normal rostered turn could be between the hours of 11:30 and 15:30 or 09:30 and 15:30.
We operate four days a week, normally between April and October. Special Events also operate outside these times.

UNIFORM & EQUIPMENT:
A name badge and NYMR tie/scarf will be provided. We ask that you wear black trousers or knee length skirt, black shirt or blouse, and black closed toe shoes. To meet regulations, long hair must be tied back, and nail polish and jewellery are not allowed.

WHAT NEXT?
If this is a role that you are interested in please complete an Expression of Interest form available on the NYMR website, and a member of the Volunteering department will contact you shortly.
www.nymr.co.uk/volunteer

CONTACT US:
Thank you for considering volunteering at the NYMR. If you have any questions or queries you can contact us via email; volunteer@nymr.co.uk

Image courtesy Charlotte Graham