

Position Description

Title	Food and Beverage Attendant
Date Prepared	19 March 2026
Reports to	Virgin Australia Lounge Manager
Site Location	Virgin Australia Lounges
Approved by	HR

Main Purpose of Role

Your role as Food and Beverage Attendant is to provide friendly, attentive and efficient service to our valued customers. You are responsible for the delivery of high-quality products whilst adhering to the policies and procedures of TWG. Your efforts will help the TWG team and business to meet and exceed the expectations of our clients and achieve the business objectives of the organisation.

The role of Food and Beverage Attendant involves the service of pre-prepared or freshly prepared food items, assembling food, and the preparation of fruit, vegetables and salad items. Cooking of basic items may be involved and will depend on the menu selected by the client. Dishwashing is another key task, using an automated dishwasher to wash crockery and cutlery; manual scrubbing and washing may also at times be required. Previous experience in a busy café, coffee shop or cafeteria is preferred.

Key Responsibilities

Food & Beverage Operations

- Ensure the lounge and buffet are always well presented.
- Ensure a high standard of personal grooming is maintained daily.
- Ensure that lounge opening and closing procedures are followed so that the next shift can operate smoothly.
- Ensure that the lounge opens and closes in line with the contractual obligations that TWG has agreed with the client.
- Be aware of any new product introduced into the lounge, identify food allergens, and understand your obligations to customers regarding food allergies.
- Ensure menu item displays are implemented and consistently followed.
- Provide effective feedback to the supervisor and manager to keep them informed of issues during the shift (e.g. staffing, customer complaints, food quality, service routine suggestions).

Clean Up & Area Maintenance

All buffet areas and/or food preparation areas must be cleaned and sanitised throughout the day, adhering to food health and safety standards, by:

- Clearing and wiping down tables, removing rubbish from tables.
- Cleaning coffee stations and drink fridges.
- Polishing glassware and cutlery.
- Dishwashing and stacking crockery.
- Using correct chemicals on food preparation areas and kitchen equipment.
- Following the cleaning schedule.

- Sweeping and mopping floors daily or as required.

Beverage Service

- Be proficient with espresso machine operations as required.
- Assist with liquor service.
- Prepare and serve non-alcoholic beverages.

Customer Service

Ensure high standards of customer service are provided by:

- Ensuring buffet/lounge areas are well presented and refreshed after busy periods.
- Providing tray service where possible to enhance the guest experience.
- Delivering courteous, appropriate and efficient service.
- Engaging guests in a professional manner.
- Responding to guest requests for assistance with food or special dietary needs, demonstrating product knowledge.
- Being knowledgeable about the airport environment.
- Handling guest inquiries, compliments and complaints.

Compliance

Implement and ensure adherence to TWG compliance standards covering:

Preventing Accidents

- Perform duties in a safe manner, following safe work procedures, and take corrective action immediately where required.
- Follow correct manual handling procedures; if something is too heavy to lift, ask for assistance from a fellow staff member, and offer assistance to others who need it.
- Keep all walkways free of clutter to reduce the risk of trip hazards.
- Ensure spills are wiped up immediately and wet floor signs are used as required.
- Use the correct chemicals for cleaning duties and personal protective equipment (PPE) as required.
- Inform your manager/supervisor immediately if you spot a hazard.
- Report any faulty equipment to your manager so it can be repaired; if electrical equipment is involved, ensure it is tagged as unsafe and, if appropriate, removed from the work area.

Safety Meetings

- Participate in Toolbox Meetings if required.

Reporting Incidents and Accidents

- An incident is something that almost caused an injury – complete an incident report and inform your manager.
- An accident is when something does happen; if an accident occurs, tell your manager immediately and take appropriate medical action in consultation with them.
- If you need to see a doctor, you may be accompanied by a manager/supervisor.

Occupational Hygiene – Food and Personal Hygiene

- Ensure completion of daily temperature checks.
 - Receive goods as per the safety plan.
 - Ensure correct storage areas are used.

- Ensure correct rotation of stock.
- Be aware of correct holding temperatures for perishable food items.

Airport Compliance Standards

Ensure adherence to Airport compliance standards covering:

- Security procedures, including ensuring you hold a valid ASIC pass and meet related obligations.
- Emergency evacuation procedures.
- Unattended baggage procedures.
- Failure to meet security requirements may result in a first and final warning, or termination of employment.

Administration

Payroll and Rosters

- Sign on when you start your shift and sign off when you finish; only sign for hours actually worked, and amend if shifts change. Falsifying timesheets is considered serious misconduct and may result in disciplinary action up to and including termination of employment.

Ordering of Products

- As required, inform your manager of any items running low so they can be reordered.

Wastage Reports

- Record wastage and breakage on the provided reports to assist the manager in tracking costs.

Operation of Equipment and Maintenance

- Operate all machinery and equipment following safe work practices.
- Clean and sanitise all machinery and equipment after use/daily.
- Ensure all equipment is secured and turned off at the end of the trading period.
- Use correct chemicals on all food preparation areas and kitchen equipment.
- Ensure rubbish is removed from the lounge to designated areas.
- Ensure cleaning rosters are followed on a daily/weekly/monthly basis.
- Raise any equipment maintenance issues with your manager as soon as possible.

Key Requisites

Performance Standards

Performance standards will be measured based on the key result areas outlined in this document.

Work Environment

The airport is a strictly controlled security environment, and all staff are obliged to meet the policies and procedures required. A security check is mandatory for all staff, and a breach of security could result in termination of employment.

Indicative Hours

The airport is a dynamic service environment and, as such, operational conditions and client demands will dictate hours of work; the site operates 365 days a year and base hours will vary according to shift. From time to time, delays may impact our operations and require you to stay longer than your allocated shift, for which you will be paid. From time to time, you may be required to attend training sessions to assist you in performing your role. The role requires a high degree of flexibility to meet changing operational requirements. Employees are expected to be adaptable and responsive to roster amendments, shift changes, and variations in work duties or locations as reasonably directed by the Company. While the Company will provide notice of changes wherever possible and in

accordance with applicable industrial obligations, employees are expected to support operational requirements and demonstrate a cooperative approach to scheduling adjustments.

Salary Guide

This position is paid as per your contract of employment.

Physical Demands

The role requires the ability to stand for long periods, carry out manual handling duties, and manage the pressures of a fast-paced service environment.

Special Note

To work in the Airport segment, you must be able to attain and hold an Aviation Security Identification Card (ASIC), which requires you to undertake a Federal Police check to assess if there is any criminal history. If you fail to meet these criteria your employment may be terminated, as it is a condition of employment.

The above statements are intended to describe the general nature and level of work performed by individuals in this role. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required to perform the role.

Career Opportunities

TWG is a major service organisation employing staff across Australia. It is our policy to advertise all vacant positions internally, and to encourage the development of skills and promote career progression.

Competency Profile

	Essential	Desirable
Qualifications / Education		- Food Handler's Certificate - Responsible Service of Alcohol Certificate
Experience / Background		- Experience working in a café environment - Experience in a functions environment
Skills / Knowledge	Customer service experience	- Cleaning experience - Stock handling experience

Competencies Identified

Competency	Competency Component/s
Personal Impact	- Strict adherence to uniform and grooming guidelines. - Presents neatly groomed and maintains a high level of personal hygiene.
Industry Knowledge & Learning Orientation	- Demonstrates a sound understanding of kitchen services. - Engages in activities which develop technical expertise. - Willingness to pursue ongoing professional development.
Customer Orientation	- Proactively develops customer/client relationships by listening and seeking to understand the customer/client. - Anticipates and provides solutions to customer/client needs and gives a high priority to customer/client satisfaction.

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Competency	Competency Component/s
Flexibility and Adaptability	• Willingly undertakes a range of tasks to benefit the overall team outcome.
Oral and Written Communication	• Speaks and listens effectively in interactions with customers, colleagues and suppliers.
Team Oriented	• Actively participates in team effectiveness – takes actions that demonstrate genuine concern for the wellbeing and needs of others.
Work Standard	• Sets high goals for self and displays a commitment to delivering high-quality service.
Initiative	• Constantly takes action to meet or exceed customer expectations.

Acceptance

I, _____, have read and understood the responsibilities contained within this document. I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency, and appropriateness.

SIGNATURE: _____ DATE: _____