

Position Description

Title	Food & Beverage Attendant	Date Prepared	14 th May 2026
Reports to	Venue Manager	Approved by	HR

Main Purpose of Role

The Food & Beverage Attendant is responsible for supporting the daily food service operations within a school canteen and/or boarding environment. The role focuses on delivering high-quality customer service, food preparation support, maintaining cleanliness standards, and contributing to a safe and positive dining experience for students, staff, and visitors.

This role requires a team-oriented individual who can work efficiently in a fast-paced environment while maintaining professionalism, food safety compliance, and a strong customer service focus.

Key Responsibilities

- Provide friendly, professional, and efficient customer service to students, staff, parents, and visitors.
- Assist with food preparation, meal service, and replenishment of food displays.
- Operate POS systems and handle cash/card transactions accurately where required.
- Maintain cleanliness and organisation of service areas, dining spaces, and equipment.
- Follow food safety, allergen management, and hygiene procedures at all times.
- Assist with stock rotation, storage, and restocking of service areas.
- Support boarding meal services, functions, events, and catering requirements as required.
- Assist with dishwashing and general kitchen cleaning duties.
- Ensure service areas are presented to a high standard throughout operational periods.
- Work collaboratively with kitchen and operational teams to ensure smooth daily service.
- Follow workplace health and safety procedures and company policies.

Measurement of Success

Customer Service

- Deliver positive and professional customer interactions consistently.
- Maintain efficient service during peak periods and meal services.
- Contribute to a welcoming and positive dining environment.

Food Safety & Compliance

- Maintain compliance with food safety, allergen, and hygiene procedures.
- Ensure correct food handling, storage, and cleaning practices are consistently followed.
- Achieve satisfactory outcomes in internal and external food safety audits.

Operational Performance

- Maintain cleanliness and presentation standards across service and dining areas.
- Demonstrate reliability through punctuality, attendance, and roster flexibility.
- Complete allocated tasks efficiently and within operational timeframes.
- Support smooth meal service and replenishment during busy operational periods.

Teamwork & Communication

- Work collaboratively and respectfully with all team members.
- Demonstrate willingness to assist across multiple service areas when required.
- Communicate effectively with supervisors and colleagues regarding operational needs.

Workplace Health & Safety

- Follow all WHS procedures and safe work practices.
- Report hazards, incidents, or maintenance concerns promptly.
- Maintain a safe environment for students, staff, and visitors.

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: _____