

Position Description

Title	F & B Attendant	Date Prepared	23/05/2026
Reports to	Venue Manager	Approved by	HR

Main Purpose of Role

To deliver excellent customer service by serving food and beverages in a professional manner, maintaining venue standards, and creating a positive guest experience.

Key Responsibilities

All tasks

- Greeting and seating guests in a friendly and professional manner
- Taking food and beverage orders accurately
- Serving meals and drinks promptly and efficiently
- Preparing basic beverages such as coffee, tea, or alcoholic drinks where required
- Handling POS/till operations and processing payments
- Maintaining cleanliness and presentation of dining areas, bars, and service stations
- Setting up and packing down tables and service areas
- Ensuring compliance with food safety, hygiene, and RSA requirements
- Assisting with stock replenishment and general venue upkeep
- Communicating effectively with kitchen and bar staff to ensure smooth service
- Managing guest enquiries, complaints, and special requests professionally
- Supporting team members during busy service periods

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
• Customer service • Food & beverage service • Cleanliness & presentation • Teamwork & communication • Compliance with RSA & safety procedures • Operational efficiency	• Positive guest feedback • Accurate order taking and delivery • Tables and stations kept clean • Punctuality and attendance • Follows sequence of service • Efficient during busy periods • Compliance with company policies and procedures

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: _____

