

Position Description

Title	F&B Lounge Manager	Date Prepared	14 May 2026
Reports to	Virgin Australia National Operation Manager, Trippas White Group	Approved by	HR

Main Purpose of Role

The Food & Beverage Manager is responsible for the day-to-day operation and overall management of the Lounge, ensuring high standards of food, beverage, and guest service are consistently delivered, reporting to the National Operations Manager, Trippas White Group. The role oversees team leadership, operational performance, customer satisfaction, and compliance with company and client standards.

The position works closely with Trippas White Group management, staff, and clients to maintain an effective and positive workplace culture while driving continuous improvement and service excellence. The Food & Beverage Manager is expected to lead in line with the organisation's values of Innovative, Collaborative, and Respect.

Key Responsibilities

1. Food & Beverage Operations

- Ensure high-quality food and beverage products are consistently delivered to guests.
- Maintain high standards of cleanliness, housekeeping, staff grooming and presentation.
- Ensure tables and service areas are cleared and refreshed promptly throughout the day.
- Ensure all new products introduced into the lounge are approved and discussed by the National Operations Manager and the Virgin Australia, and source from approved suppliers.
- Ensure all product ticketing and signage are presented professionally and comply with Virgin Australia Lounge standards.
- Ensure Supervisors and Lounge Staff are fully briefed on products knowledge, menus and service expectations.
- Support the implementation of menu updates and signage displays in collaboration with the National Operations Manager.

2. Guest & Client Relations

- Provide leadership to the team to ensure a high standard of guest service whereby a "Guest is King"
- Ensure service areas and counters are clean, well-presented, and refreshed during and after busy periods.
- Promote courteous, professional, energetic, and efficient customer service at all times.
- Encourage positive guest interaction where operationally appropriate and welcomed by guests.
- Ensure team members understand the importance of guest service and how it impacts business performance and financial results.
- Build and maintain positive working relationships with clients through regular communication and day-to-day interaction.
- Represent the Trippas White Group in a professional, responsive, and committed manner, supporting the ongoing success and improvement of the contract.

3. Team Leadership & Participation

- Actively contribute as a member of the management team to support operational and business outcomes.
- Attend operational meetings and participate in discussions and planning.
- Prepare and present required operational information and reports as needed.
- Lead by example and uphold Trippas White Group values and standards.

4. Compliance & Safety

4.1 Workplace Safety

- Ensure all staff always follow the Trippas White Group safety policies and safe work procedures.
- Promote safe manual handling practices and ensure assistance is sought when lifting heavy items.
- Keep walkways and work areas clear to minimise trip and safety hazards.
- Ensure spills are cleaned immediately and wet floor signs are used where required.

- Ensure correct cleaning chemicals and PPE are used safely and appropriately.
- Identify, report, and action workplace hazards through the company reporting system.
- Ensure faulty or unsafe equipment is reported, tagged, repaired, or removed from service promptly.
- Follow up on issues identified through inspections, safety observations, and incident investigations within required timeframes.

4.2 Safety Compliance

- Ensure team participation in toolbox meetings and safety activities.
- Support supervisors to effectively communicate and manage safety requirements.
- Ensure all required safety documentation is completed and submitted on time.
- Action items identified in safety bulletins, alerts, and risk assessments promptly.

4.3 Incident & Accident Reporting

- Ensure all incidents, accidents, and near misses are reported immediately.
- Complete required incident and injury management documentation accurately and on time.
- Participate in incident investigations and implement corrective actions as required.

4.4 Food Safety & Hygiene

- Ensure compliance with all food safety, hygiene, and legislative requirements.
- Ensure daily temperature checks and food safety records are completed accurately.
- Conduct hygiene and compliance audits and implement corrective actions where required.

4.5 Client & Security Compliance

- Ensure compliance with airport security procedures, emergency evacuation processes, and company policies.
- Ensure staff complete required fire warden, emergency, and security training.
- Ensure unattended baggage and security procedures are always followed.

5. Administration

- Manage daily administration tasks accurately and efficiently.
- Oversee roster management, payroll processing, ordering, invoicing, and operational reporting.
- Maintain workplace communication tools such as noticeboards and staff updates.
- Ensure all filing and records are maintained accurately in line with company procedures.

6. Financial Management

- Manage the lounge within approved budgets and financial targets.
- Review weekly and monthly financial performance with the operations team.
- Analyse financial results and implement operational improvements where required.
- Monitor food, labour, and operational costs and address any issues promptly.
- Control expenses and minimise unnecessary spending.

7. Human Resource Management

- Promote teamwork and a positive, professional workplace culture.
- Lead by example and maintain high standards of conduct and performance.
- Apply HR policies and procedures fairly and consistently, including performance and disciplinary matters.
- Ensure all staff complete site inductions and understand safe work procedures before commencing duties.
- Coordinate staff training and support ongoing learning and development.
- Provide regular coaching, feedback, and performance management to support team development.

8. Equipment & Maintenance

- Ensure all machinery and equipment are operated safely and in accordance with procedures.
- Ensure correct chemicals are used for cleaning and food preparation areas.
- Monitor waste removal and ensure rubbish is disposed of correctly.
- Ensure cleaning duties are completed according to cleaning schedules.
- Report maintenance and repair issues promptly to ensure equipment remains safe and operational.

Performance standards will be measured based on the key result areas listed above.

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

The airport is a dynamic service environment and as such, operational conditions and client demands will dictate hours of work, and the site operates 365 days a year. The base hours will vary according to shifts. From time to time, there are delays that impact our operations and may require you to stay longer than your allocated shift, for which you will be paid. Occasionally, you may be required to attend training sessions to assist you in performing your role.

- The Manager is responsible for supervising the day-to-day activities of Supervisors and Lounge staff.
- The Manager is accountable for managing the cost centre budget.
- No capital expenditure is to be made without approval of the National Operations Managers. All requests must be submitted to the National Operations Manager.
- The Manager may participate in interviewing and recruitment decisions in consultation with the National Operations Manager.
- No staff appointments can be made without the approval and involvement of the National Operations Manager.

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

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.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Customer Satisfaction	• Lounge and buffet presentation, cleanliness and replenishment standards are consistently maintained, measured through daily floor checks and shift supervisors sign-off • CSAT scores meet or exceed the venue target (e.g.> 50% positive rating), tracked monthly with trends reported to the National Operations Manager and Virgin Australia Lounge Manager • Menu cycle freshness; seasonal menu refresh delivered/served on schedule 100% of the time.
Administration and Internal Procedures	• Code of Conduct is adhered to with zero substantiated breaches per review period • Company Policy and Procedures are understood, promoted and followed • Invoice processing, rostering, ordering and POS consumption are completed within designated timeframes and with zero unresolved discrepancies per period • Ensure new starters have the required RSA, and food safety certificates prior to commencement, with 100% completion of TWG induction and mandatory training. • Payroll and rosters Ensure you sign on when you start your shift and sign off when you finish. You must only sign for hours worked and are required to alter if shifts change. Falsifying timesheet is considered a serious misconduct and may result in disciplinary action up to and including termination of your employment.

	• Leave – Supervisors and team members to understand leave policies and raise any questions with National Operations Manager or People Culture Department • Shift- Due to the organisation's continuous seven-day operational requirements, the incumbent is expected to demonstrate a high level of flexibility and availability to assist with occasional unscheduled or on-call duties, including a requirement to work on weekends as needed.
Compliance	• All Policies and Procedures are followed with zero critical non-conformances record during audits or inspections • Toolbox Talks are conducted and recorded, targeting 100% attendance and documented sign-off • Inventory is managed strictly in line with FIFO principles, verified through weekly stock rotation checks with zero wastage incidents attributed to poor rotation • Cleaning chemicals and equipment are always used correctly, evidence by zero safety incidents and compliance with Safety Data Sheet (SDS) requirements • Airport compliance requirements (including the sharps register) are always met, with records maintained and available for inspection • Liquor Licensing, Food Safety Regulations and WH&S requirements are adhered to with zero reportable violations per period • Ensure 100% menu items mapped to an allergen matrix, zero allergen incidents are recorded, and all team members allergen training is kept current • All incidents are reported and documented in Safety Culture within the required timeframe with corrective actions completed and closed within agreed deadlines.

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: _____

Document Name: Position Description

Full Name: Leigh Gallagher

Please sign to indicate you have read and understand the document

Signed by: Leigh Gallagher, on Monday, 18 May 2026, 4:15:42 am (UTC)

A handwritten signature in black ink, appearing to be 'Leigh Gallagher', written in a cursive style.