

Position Description – F&B Attendant – Taronga Zoo

Title	Food and Beverage Attendant – Taronga Zoo	Date Prepared	May 2026
Reports to	Venue Manager	Approved by	HR

Position Overview

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 service 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 organization.

Key Responsibilities

The role of Food and Beverage Attendant involves the service of greeting guests, addressing their queries, and delivering food and beverages in a professional and warm manner. This role will see you explaining menu items, current specials, understanding dietary requirements and being able to recommend and upsell complementary products.

Tasks indicated below are relevant to the position.

A. Food and beverage operations:

1. Ensure the dining areas are well presented.
2. Ensure a high standard of personal grooming is maintained daily.
3. To ensure that the venue opening and closing procedures are followed so that the next shift can operate smoothly.
4. To ensure that the venue opens and closes in accordance with the contractual obligations that TWG has agreed with the client.
5. Ensure you are aware of any new product that is introduced into the venue.
6. Menu item displays are implemented ensuring they are consistently followed.
7. Provide effective feedback to the supervisor and manager to keep them informed of issues during the shift (i.e., staffing, customer complaints, food quality, service routine suggestions etc.).

B. Clean up and area maintenance.

1. All dining areas and / or food preparation areas must be cleaned and sanitized throughout the day adhering to food health and safety standards by:
 - Clearing / wipe down tables – removing rubbish from tables.
 - Cleaning coffee stations and drink fridges
 - Polishing glassware and cutlery
 - Dishwashing and stacking crockery.
 - Use correct chemicals on food preparation areas and kitchen equipment.
 - Follow cleaning schedule.
 - Maintain clean and sanitized service area and equipment.
 - Sweep and mop floors daily or as required.

C. Beverage Service:

1. Be proficient with espresso machine operations as required.
2. Assist in liquor.
3. Prepare and serve non-alcoholic beverages.

D. Customer Service:

1. To ensure high standards of customer service is provided by:
 - Ensuring dining areas are well presented and refreshed after busy periods.
 - Providing tray service where possible to enhance guest experience.
 - Courteous, appropriate and efficient provision of service.
 - Engaging guests in a professional manner.
2. Respond to guest requests for assistance with food or special dietary needs to demonstrate product knowledge.
3. Be knowledgeable about the site location and its environment.
4. Handle guest inquiries, compliments and complaints.

E. Compliance

Implement and ensure adherence to TWG compliance standards covering:

1. Preventing Accidents
 - Ensure you perform duties in a safe manner following safe work procedures & take corrective action immediately where required.
 - Ensure you follow correct manual handling procedures, and if something is too heavy to lift, ensure you ask for assistance from a fellow staff member. In addition, if you see another staff member needs assistance with heavy objects, be prepared to help them.
 - Ensure all walkways are kept free of clutter to reduce risk of trip hazards.
 - Ensure that any spills are wiped up immediately and that wet floor signs are used as required.
 - Ensure all walkways are kept free of clutter to reduce risk of trip hazards.
 - Ensure you use correct chemicals for the various cleaning duties and use personal protective equipment (PPE) as required.
 - If you spot a hazard, inform your manager/supervisor immediately.
 - Report any faulty equipment to your manager, so it can be repaired. If electrical equipment is involved, ensure it is tagged as unsafe for use and if appropriate remove the equipment from the work area.
2. Safety Meetings:
 - Participate in Toolbox Meetings if required.
3. Reporting Incidents and Accidents:
 - An incident means something almost happened to cause an injury, you are required to complete an incident report and inform your manager.
 - An accident is when something does happen. If an accident happens, ensure you tell your manager immediately and take appropriate medical action in consultation.
 - If you go to the doctor, you may be accompanied by a manager/supervisor.
4. Occupational Hygiene – food and personal hygiene:
 - Ensure completion of daily temperature checks
 - Receive goods as per safety plan.
 - Ensure correct storage areas are used.
 - Ensure correct rotation of stock.
 - Be aware of correct holding temperatures for perishable food items.
5. Ensure adherence to venue compliance standards covering:
 - Security procedures of the venue
 - Emergency Evacuation Procedures

F. Administration

1. 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. You will also be required to sign in and out for your breaks.

2. Ordering of products
 - As required, inform manager of any items that are running low so they can be reordered.
3. Wastage reports
 - Record wastage and breakage on the provided reports to assist the manager to track costs.

G. Operation of equipment and maintenance

1. Ensure you operate all machinery & equipment following safe work practices.
2. Ensure you clean and sanitise all machinery & equipment after use / daily.
3. All equipment is secured and turned off at the end of trading period.
4. Correct chemicals are used on all food preparation areas and kitchen equipment.
5. Ensure rubbish is removed from venue to designated areas.
5. Ensure cleaning rosters are followed on a daily / weekly / monthly basis.
6. Any equipment maintenance issues are raised with your manager as soon as possible.

Measurement of Success

Competency	Competency component/s
Personal Impact	• Strict adherence to the uniform and grooming guidelines • Presents neatly groomed and possesses 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 making efforts to listen and to understand the customer/client. • Anticipates and provides solutions to customer/client needs and gives a high priority to customer/client satisfaction
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 can demonstrate genuine concern for the well-being and needs of others
Work Standard	• Sets high goals for self and displays a commitment to delivering high quality service
Initiative	• Constantly takes actions to meet or exceed customers' expectations

Acceptance

I, _____, have read and understood the responsibilities outlined in this Food and Beverage Attendant – Taronga Zoo position description. I acknowledge that this document provides a general overview of my role and may be subject to updates as required. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____ **DATE:** _____