

Position Description

Title	Casual Food & Beverage Attendant	Date Prepared	JANUARY 2026
Reports to	Team Leader / Supervisor / Operations Management	Approved by	HR

Main Purpose of Role

The Casual Theatre Bars F&B Attendant is responsible for delivering fast, friendly and professional bar service to patrons across the Sydney Opera House theatre bars, including pre-show, interval and post-show trading periods. The role supports a seamless guest experience through efficient, accurate service and adherence to Trippas White Group service standards.

This position plays a key role in creating memorable guest experiences during tight service windows, while maintaining high standards of presentation, responsible service of alcohol and teamwork.

Key Responsibilities

Guest Service

- Deliver professional, friendly and attentive customer service at all times.
- Anticipate guest needs and respond promptly and courteously.
- Represent Trippas White Group and Sydney Opera House in a professional manner.

Bar & Beverage Service

- Set up, stock and operate the bar in accordance with performance schedules and service requirements.
- Prepare and serve beverages, including alcoholic drinks, safely, accurately and professionally.
- Maintain speed and accuracy of service during high-volume pre-show and interval periods.
- Check identification and responsibly manage service of alcohol in line with RSA requirements.

Bar Set-Up, Interval Turnaround & Pack-Down

- Set up bar stock, glassware, garnishes and point-of-sale equipment prior to doors opening.
- Complete efficient interval turnarounds, resetting bars between sessions and performances.
- Complete bar pack-down, stock reconciliation and venue reset at the end of each shift.

Teamwork & Communication

- Work collaboratively with supervisors, team leaders and fellow staff.
- Attend and actively participate in pre-shift briefings.
- Follow instructions and communicate issues or guest requests promptly.

Compliance & Safety

- Comply with RSA, WHS, food safety and company policies.
- Maintain clean and safe work areas at all times.
- Report hazards, incidents or concerns immediately.

Presentation Standards

- Maintain personal grooming and uniform standards in line with company requirements.
- Ensure bar areas remain clean, organised and presentation-ready throughout service.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
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Service Standards	Bar service delivered accurately and within time constraints
Teamwork	Positive contribution to team performance and event success
Compliance	Adherence to RSA, WHS & Food Safety requirements
Presentation	High personal grooming and venue presentation standards
Reliability	Attendance, punctuality and flexibility for rostered shifts

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:** _____