

Position Description

Title	F&B Attendant – Level 2 Catering	Date Prepared	15/05/26
Reports to	Catering Supervisor, Chef, Sous Chef, Head Chef, Site Manager	Approved by	HR

Main Purpose of Role

The Level 2 Food & Beverage Attendant — Catering Assistant supports the preparation, presentation, delivery, and service of food and beverages while maintaining high standards of food safety, customer service, cleanliness, and operational efficiency.

The role operates under routine supervision and performs a range of food service, hospitality support, cleaning, stock handling, and customer interaction duties across hospitality, , education, commercial catering, and event environments.

This role contributes to positive customer experiences through professional service, presentation standards, and efficient food service operations.

Key Responsibilities

All tasks

1. Food and Beverage Service

- Prepare and serve meals, snacks, and beverages
- Assist with food presentation and counter displays
- Portion and distribute meals according to service requirements
- Replenish food and beverage stations during service
- Serve customers in dining, buffet, kiosk, café, or function environments
- Prepare tea, coffee, juices, and basic beverages
- Assist with meal tray assembly and meal distribution
- Maintain presentation standards of food service areas
- Support catering and function service activities
- Clear tables and service areas promptly during and after meal periods

2. Customer Service and Hospitality Support

- Provide courteous and professional customer service
- Respond to customer requests promptly and respectfully
- Assist customers with meal selections and service enquiries
- Maintain positive interactions with guests, residents, clients, and staff
- Support smooth meal service operations during busy periods
- Escalate customer concerns to supervisors where required
- Promote a welcoming and professional dining environment

3. Food Preparation Support

- Assist with basic food preparation tasks
- Prepare sandwiches, salads, desserts, and simple meal items
- Portion ingredients and meal components
- Prepare condiments, garnishes, and accompaniments
- Assist with packaging and labelling food items
- Replenish kitchen and food service supplies
- Follow recipes, preparation instructions, and portion controls

4. Cleaning and Sanitation

- Clean food preparation and dining areas
- Wash dishes, utensils, trays, and catering equipment

- Operate commercial dishwashing equipment safely
- Clean tables, counters, beverage stations, and service areas
- Sweep and mop floors
- Remove waste and recycling materials
- Maintain cleanliness of storage and service areas
- Assist with end-of-service and scheduled cleaning duties

5. Food Safety and Hygiene Compliance

- Follow all food safety and hygiene procedures
- Ensure safe handling, storage, and service of food
- Maintain compliance with temperature control requirements
- Prevent cross-contamination through correct food handling practices
- Use colour-coded equipment appropriately
- Maintain personal hygiene and grooming standards
- Dispose of food waste appropriately
- Report damaged, spoiled, or expired stock

6. Stock Handling and Service Area Replenishment

- Receive and unpack food and consumable deliveries
- Replenish service counters, beverage stations, and condiment areas
- Rotate stock using FIFO principles
- Monitor stock levels and report shortages
- Store food, beverages, and consumables correctly
- Assist with stocktakes and inventory checks
- Maintain organisation of storage and dry goods areas

7. Workplace Health and Safety (WHS)

- Follow workplace health and safety procedures
- Use PPE correctly where required
- Follow safe manual handling practices
- Use wet floor signage and hazard controls appropriately
- Identify and report hazards or incidents
- Handle cleaning chemicals in accordance with SDS requirements
- Maintain safe work practices in kitchen and dining areas

Essential

- Basic food handling and kitchen hygiene knowledge
- Ability to follow instructions and procedures
- Ability to work in fast-paced environments
- Good communication and teamwork skills
- Basic understanding of food safety practices
- Ability to work safely and efficiently

Physical Requirements

The role may involve:

- Standing and walking for extended periods
- Repetitive bending, lifting, pushing, and pulling
- Manual handling of equipment and waste
- Use of cleaning chemicals and PPE
- Working early mornings, evenings, weekends, or public holidays where required

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Deliver Quality Food and Beverage Service Provide efficient, professional, and customer-focused food and beverage service that supports positive dining experiences and operational service standards.	Meal and beverage service completed within required service times Food presentation standards maintained during all service periods Service stations replenished consistently throughout service Minimal customer complaints relating to food service delivery Positive customer and supervisor feedback regarding service quality Tables and dining areas cleared within operational timeframes
Maintain High Customer Service Standards Provide professional and courteous customer interactions that support a positive hospitality experience.	Positive customer feedback maintained during review periods Customer requests responded to promptly and professionally Professional communication maintained with customers and team members Minimal substantiated complaints relating to attitude or conduct Compliance with workplace presentation and grooming standards Demonstrated willingness to assist customers and team members during peak periods
Support Food Preparation and Operational Efficiency Assist kitchen and catering operations through timely food preparation support and efficient completion of allocated tasks.	Food preparation tasks completed within operational deadlines Portion control and meal preparation requirements followed accurately Minimal food wastage resulting from incorrect preparation or handling Replenishment tasks completed promptly during service periods Meal assembly and support tasks completed accurately Positive feedback from kitchen supervisors regarding operational support
Maintain Cleaning and Sanitation Standards Ensure all food service, preparation, dining, and cleaning areas are maintained to required cleanliness and hygiene standards.	Completion of scheduled cleaning tasks during each shift Cleaning audit and hygiene inspection results maintained at required standards Dishwashing and cleaning areas maintained operationally throughout service Waste removal completed according to site procedures Minimal re-cleaning required due to incomplete tasks Cleaning chemicals used and stored correctly
5. Maintain Food Safety and Hygiene Compliance Apply food safety and hygiene procedures consistently to minimise food safety risks and maintain compliance requirements.	Compliance with food safety procedures during inspections and audits Correct temperature control and food storage procedures maintained Zero confirmed cross-contamination incidents resulting from incorrect practices Correct use of colour-coded equipment and utensils Compliance with personal hygiene standards maintained at all times Damaged or expired stock identified and reported promptly
Maintain Stock and Service Area Readiness Ensure catering supplies, service areas, and stock levels are maintained to support uninterrupted food service operations.	Service areas fully stocked prior to meal service commencement FIFO stock rotation procedures followed consistently Stock shortages reported promptly to supervisors Storage areas maintained in clean and organised condition Deliveries unpacked and stored within required timeframes Participation in stocktake activities completed accurately
Work Safely and Support Team Operations Perform all duties safely while contributing positively to teamwork, workplace culture, and operational performance.	Zero preventable injuries resulting from unsafe work practices PPE and hazard controls used appropriately Hazards and incidents reported within required timeframes Positive teamwork and communication demonstrated during service periods Attendance and punctuality maintained in line with roster requirements Participation in safety meetings and workplace training activities maintained

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:** _____