

Position Description

Title	F&B Supervisor	Date Prepared	10 January 2026
Reports to	F&B Lounge Manager	Approved by	HR

Main Purpose of Role

The Food and Beverage Supervisor is responsible for supervising the day-to-day operations of the venue whilst at the same time working alongside the team. The role is required to supervise the rostered F&B team, and to implement and enforce the company's and venue's standard operating procedures and policies. This role reports directly to the F&B Lounge Manager and indirectly to Senior Supervisors.

Work directly with the F&B Lounge Manager and Senior Supervisors to provide cross-training and utilise resources across the entire venue precinct where opportunities arise, to operate the business efficiently and successfully.

Assist the F&B Lounge Manager and Senior Supervisors to conduct daily pre-service briefings with the Kitchen & FOH service teams, to ensure that both departments are working collaboratively to execute service and meet the service standards outlined by Trippas White Group in relation to service provided to our guests.

Key Responsibilities

Product Delivery & Quality

- Ensure needs of customers are achieved in a professional, courteous and efficient manner.
- Manage the day-to-day service.
- Consistently meet customer satisfaction targets to generate repeat business, referral and positive word of mouth.
- Ensure all team members are consistently adhering to uniform and presentation standards.
- Complete post-service reports for the leadership team outlining the service, operational issues, challenges, and positive and negative feedback.
- Communicate requests for new products, menu updates, pop-ups and activations with POS Support in a timely manner.
- Maintain cleanliness and readiness of service areas, including back of house and equipment.
- Ensure all service areas, including back of house, dishwashing, and store areas, are maintained in a clean, safe and hygienic condition at all times.
- Support the team to deliver efficient, timely and professional service.
- Develop SOPs for all site-specific tasks to ensure a clear expectation for all employees of the operational standards to be enforced.
- Assist the manager with ordering, stocktake, rostering, and reports.

Leadership & Employee Development

- Ensure all employees are engaged at both the venue and corporate level and have a sense of ownership of the venue.
- Demonstrate leadership by effectively training and developing all employees within your team to company and Lounge standards. This includes developing SOPs specific to the operation, and creating succession plans and performance management.
- Encourage teamwork, accountability, and a positive workplace culture.

- Ensure staff complete daily scanning/timesheets and that all shift approvals are actioned at the end of each day.
- Review, update and create Standard Operating Procedures to be implemented to maintain and improve the operational service standards of the Lounge.

Compliance, including Work Health and Safety

- Ensure that the WHS program is implemented, and that employees are supervised and trained to meet requirements under the program.
- Ensure all incident reports are recorded and documented as per company standard.
- Ensure all team members are in possession of a current RSA and Food Handler's Certificate.
- Ensure knowledge of legislative requirements, particularly liquor licensing and food safety, is current and relevant.

• Key Requisites

• Performance Standards

- Performance standards will be measured based on the key result areas outlined in this document.

• Work Environment

- The airport is a strictly controlled security environment, and all staff are obliged to meet the policies and procedures required. A security check is mandatory for all staff, and a breach of security could result in termination of employment.

• Indicative Hours

- The airport is a dynamic service environment and, as such, operational conditions and client demands will dictate hours of work; the site operates 365 days a year and base hours will vary according to shift. From time to time, delays may impact our operations and require you to stay longer than your allocated shift, for which you will be paid. From time to time, you may be required to attend training sessions to assist you in performing your role. The role requires a high degree of flexibility to meet changing operational requirements. Employees are expected to be adaptable and responsive to roster amendments, shift changes, and variations in work duties or locations as reasonably directed by the Company. While the Company will provide notice of changes wherever possible and in accordance with applicable industrial obligations, employees are expected to support operational requirements and demonstrate a cooperative approach to scheduling adjustments.

• Salary Guide

- This position is paid as per your contract of employment.

• Physical Demands

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

• Special Note

- 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.*

- **Career Opportunities**
- TWG is a major service organisation employing staff across Australia. It is our policy to advertise all vacant positions internally, and to encourage the development of skills and promote career progression.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Customer Satisfaction	• Ensure lounge and buffet cleanliness, presentation and replenishment. • Generate positive customer experiences to promote good word of mouth and repeat clientele.
Administration and Internal Procedures	• Code of Conduct is adhered to rigidly. • Company Policy and Procedures are understood, promoted and followed. • Complete daily reporting for distribution to the TWG Daily Shift Report email and Venue Leadership team. • Invoice processing, rostering, ordering and POS consumption are completed accurately and on time. • 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 amend if shifts change. Falsifying timesheets is considered serious misconduct and may result in disciplinary action up to and including termination of employment. • Leave – encourage team members to understand leave policies and raise any questions with their manager or the 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 weekends as needed.
Compliance	Compliance with the following, including but not limited to: • Trippas White Group Policies and Procedures. • Conduct of daily Toolbox Talks. • Liquor Licensing. • Food Safety Regulations. • WH&S Incident Reporting. • Inventory managed in line with FIFO (First In, First Out) principles. • Cleaning chemicals and equipment used safely and correctly.

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: _____