

Title	Catering Assistant	Date Prepared	13/8/2026
Reports to	Catering Manager	Approved by	HR

Main Purpose of Role

To represent TWG in a professional manner as expected by clients through the provision of efficient, high quality food and beverage & hospitality service to the residential students, college leaders external organisations and the wider college community

Key Responsibilities

All tasks

Food & Beverage Service

- Deliver friendly, professional counter and floor service for where required for breakfast, recess, lunch, and dinner service periods where applicable for residential , retail & functions
- Prepare and present food items in line with menu specifications, and presentation, includes packaging for online lunch orders
- Operate coffee equipment and assist with barista duties as required
- Replenish food displays, buffet stations, and beverage stations throughout service
- Support catering for events and functions
- Communicate effectively with customers in relation to lifestyle and allergen requirements

Kitchen & Facility Support

- Assist with basic food preparation tasks including chopping, portioning, and packaging, including cold larder preparation , basic batch cooking
- Set up and pack down catering equipment, servery, eating areas, and service areas
- Maintain a clean, safe, and organised work environment at all times
- Wash, sanitise, and store crockery, cutlery, and kitchen equipment in accordance with hygiene standards
- Kitchen, servery & dining area's cleaning as required

Food Safety & Compliance

- Handle and store all food and beverages in accordance with the Food Standards Code
- Demonstrate understanding of common allergens and lifestyle dietary choices when communicating with residents and guests
- Adhere to all WHS policies and safe work procedures
- Ensure completion of require Food Safety Program Documentation
- Adherence to the TWG Allergens processes & procedures applicable to venue

Customer Service & Presentation

- Maintain excellent personal grooming, presentation, and a confident and pleasant manner at all times
- Greet residents and guests warmly and handle enquiries professionally
- Contribute to a customer-focused culture that reflects TWG's market-leading standards

Physical Demands

The demands of this role include the ability to be on your feet for the majority of the day and involve a medium level of manual handling. A capacity to deal with the stress of a fast paced environment is essential.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Customer satisfaction	Generate a positive customer experience, obtain great feedback.
Compliance	All on line training completed in timely manner Reporting hazards and incidents on the same day of occurrence.
Team work	Building a fostering a friendly professional working relationship with colleagues.
Administration and internal procedure	Complete all tasks in timely manner in accordance with daily duties. Company code of conduct is rigidly adhered to. Company policy and procedures and understood and followed

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: _____