

## Senior Food and Beverage Supervisor | Virgin Airport Lounge

### Join Our Team as a Senior F&B Supervisor!

Are you a dynamic, guest-focused leader with a passion for hospitality and delivering exceptional service? Trippas White Group is looking for an experienced and motivated Senior Supervisor to help lead operations at the Virgin Australia Lounge in the Melbourne domestic airport. This is your opportunity to be a part of the leadership team overseeing a premium service environment, ensuring excellence in every guest experience.

#### Position Summary:

The Senior Food & Beverage Supervisor is responsible for supporting daily Food & Beverage operations in a busy environment. You'll help lead a high-performing team to maintain the highest standards of quality, safety, and guest satisfaction. The Senior Supervisor will lead by example through strong commercial acumen, leadership, impeccable presentation, performance management and a hands-on operational approach.

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#### Key Responsibilities

- Food & Beverage Operations: Deliver consistent, high-quality products and ensure the lounge meets Virgin Australia's expectations
- Guest Relations: Create a "Guest is King" culture, ensuring every visitor feels welcomed, valued, and cared for
- Team Leadership: Build and nurture a professional and efficient team, coaching Shift Supervisors, elevating their leadership capabilities while overseeing the operation and guest service standards of the FOH and BOH departments.
- Compliance & Safety: Uphold strict safety, security, and hygiene standards, ensuring adherence to airport and legislative policies
- Financial Management: Monitor food and labour costs, and implement strategies to achieve financial goals
- Administration: Manage rosters, product orders, ensuring all documentation is accurate and timely
- Client collaboration: Build and maintain strong relationships with clients and stakeholders

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#### Skills & Experience Required

- Minimum 2 years' experience in a Food and Beverage supervisory role
- Proven ability to work independently and manage priorities effectively
- Strong understanding of OH&S and Food Hygiene requirements
- Excellent verbal communication and customer service skills
- Strong leadership and interpersonal skills
- High level of attention to detail, personal grooming and professional presentation
- Competency in Microsoft Excel, Word, and PowerPoint
- Valid RSA/Food Safety Certificate
- Your own transportation is essential – we do provide parking
- Flexible availability across 7 days, including early shifts from 4:00am and late shifts up to 10:30pm

#### Why Join Us?

At Trippas White Group, we're more than a service provider—we're a team committed to innovation, excellence, and career growth. As part of our team, you'll enjoy:

- Work with a vibrant team in a thriving location
- Opportunities for professional development and career progression
- Being part of a trusted and growing organisation operating across Australia
- Airline industry benefits
- Supportive, positive, and inclusive culture

**TWG is committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people**