

Bar attendant Job Description

A free job description template for the Clubs industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This bar attendant job description template is designed to reflect Australian workplace standards and club industry practices at the time of publication. Confirm the applicable modern award for your club and ensure compliance with all relevant employment and liquor-licensing laws.

1. Position overview

A club bar attendant serves alcoholic and non-alcoholic drinks to members and guests, operates the till, keeps the bar and gaming-area service points clean and well stocked, and provides friendly, responsible service throughout the shift. The role combines fast, accurate drink service with responsible service of alcohol and a welcoming, member-focused attitude.

In Australia, club bar attendants are covered by the Registered and Licensed Clubs Award 2020 (MA000058) in the food and beverage stream, typically classified around Level 1 to Level 3 depending on experience, cash-handling responsibility and supervisory duties.

This template provides a foundation for creating clear, compliant job descriptions that attract reliable bar staff while setting appropriate expectations for the role. Once hired, manage your bar and gaming teams efficiently with rostering software.

2. Key responsibilities

Drink service

Pouring and serving beer, wine, spirits and non-alcoholic drinks quickly and accurately to members and guests at the bar and gaming service points.

Responsible service of alcohol

Serving alcohol responsibly under the club's liquor licence, checking identification, monitoring intoxication and refusing service where required.

Cash and till handling

Operating the point-of-sale system, processing member cards and payments accurately, and balancing the till at the end of shift.

Stock and cleanliness

Restocking fridges, kegs, glassware and garnishes, keeping the bar, taps and service areas clean, and following food-safety and hygiene standards.

Member service

Greeting members and guests warmly, answering questions about the club and its facilities, and helping create a welcoming atmosphere.

Compliance and reporting

Following liquor-licensing conditions, recording incidents, reporting maintenance or stock issues and supporting responsible-gambling messaging in gaming areas.

3. Skills and attributes

- Drink knowledge: Familiarity with beers, wines, spirits and common mixed drinks, plus the ability to learn the club's menu and specials quickly.
- Customer service: Warm, patient and professional interaction with members and guests, even during busy trading periods.
- Responsible service: Sound judgement in serving alcohol responsibly, checking ID and managing intoxicated or difficult patrons calmly.
- Cash handling: Accuracy and honesty when handling cash, member accounts and point-of-sale transactions.
- Speed under pressure: Ability to work quickly and stay organised during peak periods, functions and busy gaming nights.
- Physical stamina: Capacity for extended standing, moving stock and being on your feet for the length of a shift.

4. Qualifications and requirements

The qualifications for bar attendant positions are entry-level friendly, though a current Responsible Service of Alcohol certificate is legally required. Some requirements are mandatory, while others are preferred or desirable.

- Responsible Service of Alcohol (RSA) (required) — A current, state-recognised RSA certificate is required to serve alcohol in a licensed club
- Working rights (required) — Eligibility to work in Australia
- Minimum age (required) — Must meet the minimum legal age to serve alcohol in your state or territory
- Responsible Service of Gaming (RSG) — Desirable where the role involves serving in or near gaming areas — may be required by state law
- Previous bar experience — Experience in a bar, pub, club or hospitality venue is advantageous but not essential
- Food safety training — Basic food-safety knowledge is useful where the bar serves snacks or food

5. Working conditions

- Evening, weekend and public-holiday shifts in line with club trading hours
- Extended standing and moving between the bar and gaming service points
- Fast-paced service during functions, sport broadcasts and busy gaming nights
- Compliance with liquor-licensing and responsible-service obligations
- Occasional exposure to intoxicated or difficult patrons
- Broken shifts may apply around lunch and evening trading peaks

6. Award information

Registered and licensed clubs award 2020

Most bar attendant positions in Australian clubs are covered by the Registered and Licensed Clubs Award 2020 (MA000058). This modern award sets minimum pay rates, penalty rates, allowances and conditions for club staff across the food and beverage, gaming, clerical and operational streams. View current Clubs Award pay rates.

The award uses a shared Introductory + Level 1–5+ structure. For FY2026/27, Introductory is around \$25.74 per hour (full-time/part-time) and higher levels rise from there — a bar attendant typically sits around Level 1 to Level 3 in the food and beverage stream, progressing with experience and responsibility. Casual employees receive a 25% loading on ordinary hours. Use award interpretation software to calculate pay accurately.

Penalty rates and allowances

Under MA000058, penalty rates apply for weekend and public-holiday work: Saturday is paid at 150%, Sunday at 175% and public holidays at 250%. The 25% casual loading is not stacked on top of weekend or public-holiday penalties, so casual Saturday, Sunday and public-holiday rates equal the permanent rates. Evening and late-night loadings apply for Monday–Friday work between 7pm and midnight, and midnight to 7am.

Common allowances include a broken-shift allowance and a meal allowance. Confirm the current rates and allowances that apply to your club, and check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a club bar attendant do?

A club bar attendant serves alcoholic and non-alcoholic drinks to members and guests, operates the till and point-of-sale system, and keeps the bar and gaming service points clean and stocked. They serve alcohol responsibly under the club's liquor licence, check identification, handle cash and member accounts, and help create a welcoming atmosphere. It is a member-facing role that combines fast service with responsible service of alcohol.

Q: What award covers club bar attendants in Australia?

Most club bar attendants are covered by the Registered and Licensed Clubs Award 2020 (MA000058), which sets minimum pay, penalty rates and conditions for registered and licensed clubs. Pubs and hotels are usually covered by the Hospitality Award instead. Some clubs may operate under an enterprise agreement — always confirm which instrument applies.

Q: What classification level should I use for a bar attendant?

Under the Clubs Award, bar attendants sit in the food and beverage stream and are typically classified around Level 1 to Level 3, depending on experience, cash-handling responsibility and any supervisory duties. The award uses a shared Introductory + Level 1–5+ structure — for example, Introductory is around \$25.74 per hour (full-time/part-time) for FY2026/27. See our Clubs Award pay rates guide for current rates.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates can attract more applicants and set clear expectations. You can reference the applicable award rate or use phrases like 'Award rates plus penalties' or 'Competitive hourly rate based on experience.' Check the current Clubs Award rates for guidance.

Qualifications

Q: Do club bar attendants need an RSA certificate?

Yes. A current, state-recognised Responsible Service of Alcohol (RSA) certificate is legally required to serve alcohol in a licensed club. Depending on your state and whether the role involves gaming areas, a Responsible Service of Gaming (RSG) certificate may also be required. Verify both before a new starter serves, and keep records of expiry dates.

Q: Can I hire bar attendants without experience?

Yes. Bar attendant is an entry-level role and many clubs hire and train staff without prior experience, provided they hold a current RSA. Focus on friendliness, reliability, cash-handling honesty and the ability to stay calm under pressure. Clear job descriptions help candidates understand the evening and weekend trading pattern and self-select appropriately.

Q: What qualifications should I require vs prefer for a bar attendant?

Mandatory requirements usually include a current RSA certificate, working rights in Australia and meeting the minimum legal age to serve alcohol. Preferred qualifications include an RSG certificate, previous bar or hospitality experience and basic food-safety knowledge. Avoid over-qualifying entry-level positions, as it narrows your candidate pool unnecessarily.

Q: Do bar attendants need a Responsible Service of Gaming certificate?

It depends on the role and your state. If the bar attendant serves in or near gaming areas or supports TAB/Keno, an RSG certificate is often required by law. Even where it isn't mandatory, many clubs prefer it so staff can move flexibly between the bar and gaming floor. Confirm the requirement with your state gaming regulator.

Employment

Q: Should I hire casual or permanent bar attendants?

This depends on your trading pattern. Casual bar attendants offer flexibility for functions, sport nights and seasonal peaks but attract a 25% casual loading on ordinary hours under the Clubs Award. Permanent part-time or full-time staff provide roster consistency and stronger retention. Many clubs use a mix — permanent staff for core shifts and casuals for peak periods and events.

Q: What penalty rates apply to club bar attendants?

Under the Clubs Award (MA000058), Saturday work is paid at 150%, Sunday at 175% and public holidays at 250%. The 25% casual loading is not stacked on top of these weekend or public-holiday penalties. Evening and late-night loadings also apply for Monday–Friday work between 7pm and midnight, and midnight to 7am. Use award interpretation software to calculate rates accurately.

Q: How does the casual loading work under the Clubs Award?

Casual bar attendants are paid a 25% loading on ordinary weekday hours instead of paid leave, with a minimum engagement per shift. On weekends and public holidays the penalty applies without the loading stacked on top — so a casual working a Sunday is paid 175%, the same as a permanent employee. Casuals working regular ongoing hours may be eligible for casual conversion.

Q: What should I include in a bar attendant employment contract?

Key elements include: position title and classification level and stream, employment type (casual, part-time or full-time), hourly rate, applicable award, reporting structure, main duties and required certifications such as RSA and RSG. For casuals, include the 25% casual loading. Use our digital employment contracts to simplify this process.

Rostering

Q: How far in advance should I provide rosters to bar attendants?

Award and agreement rostering rules vary, so confirm the notice period that applies to your club. As a general practice, providing rosters at least 7 days in advance gives bar staff visibility of their evening, weekend and function shifts. Using rostering software helps ensure compliance and reduces last-minute changes.

Q: How do I roster bar attendants across the bar and gaming floor?

Assign staff by department and skill, matching RSA/RSG-qualified attendants to gaming-area service points and balancing coverage against member demand. Use rostering tools to track hours, monitor certifications and adjust coverage for functions and busy nights. This keeps service levels steady without overstaffing quiet periods.

Q: What breaks are club bar attendants entitled to?

Break entitlements are set by the Clubs Award and generally include a meal break for shifts beyond a set length, with a broken-shift allowance where a shift is split. Set clear break policies and ensure staff record their time accurately. Use time and attendance tools to support compliance across evening and weekend trading.

Q: How do I track RSA and RSG expiry for bar staff?

Use HR software to store each bar attendant's RSA and RSG certificates and receive reminders before they expire. This ensures you never roster a staff member with a lapsed certificate onto the bar or gaming floor, which is essential for liquor-licensing and gaming compliance.