

Catering Staff Job Description

A comprehensive job description template
for Australian catering and events businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and catering industry practices at the time of publication. You should review and tailor this template to suit your business, event types, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	4
4. Qualifications and Requirements	5
5. Working Conditions	6
6. Award Information	6
7. Expected Behaviours	7
8. Application Process	7

1. Position Overview

1.1 Position Title

Catering Staff / Food and Beverage Attendant / Event Server

1.2 Position Summary

The Catering Staff member is responsible for providing professional food and beverage service at events, functions, weddings and corporate gatherings. This role combines customer service excellence with physical work including event setup, food and drink service, and pack down across various locations.

The position requires flexibility, physical fitness, and the ability to adapt to different venues and event types. Catering staff must work efficiently in varied environments, often with irregular hours including evenings, weekends and public holidays, while maintaining high standards of food safety and responsible service of alcohol.

1.3 Reporting Structure

This position reports to:

- Catering Manager / Operations Manager
- Event Coordinator / Supervisor (during events)
- Head Chef / Kitchen Manager (for food-related matters)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on event bookings)
- Part-time (regular rostered hours with some flexibility)
- Full-time (38 hours per week across varying shifts)

2. Key Responsibilities

2.1 Event Setup and Preparation

- Assist with loading catering vehicles with equipment, supplies and food
- Transport equipment to event venues safely and efficiently
- Set up tables, chairs, linens and service stations according to event specifications
- Arrange buffet displays, serving stations and beverage areas
- Ensure all equipment and supplies are ready before event commencement
- Conduct final checks of table settings and presentation standards

2.2 Food Service at Events

- Serve food via wait service, buffet stations, or passed hors d'oeuvres

- Ensure food is served at correct temperature and presentation
- Manage dietary requirements and special requests from guests
- Monitor buffet stations and replenish food items as needed
- Clear plates and utensils between courses during sit-down events
- Maintain cleanliness of service areas throughout the event

2.3 Beverage Service

- Serve beverages including wine, beer, spirits and non-alcoholic drinks
- Set up and manage beverage stations and portable bars
- Prepare and serve tea, coffee and other hot beverages
- Monitor alcohol consumption and apply RSA principles
- Ensure responsible service of alcohol at all times
- Maintain stock levels and communicate needs to event coordinator

2.4 Pack Down and Clean Up

- Clear all tables, service stations and event areas
- Pack equipment, utensils and linens safely for transport
- Clean venue to required standard as per event agreement
- Remove all catering waste and dispose of appropriately
- Load vehicles with equipment and supplies for return
- Complete final venue inspection with event coordinator

2.5 Transport and Logistics

- Assist with loading and unloading catering vehicles
- Ensure equipment is secured safely during transport
- Travel to various event venues as required
- Help with delivery and collection of catering equipment
- Maintain awareness of event timelines and logistics

2.6 Client and Guest Interaction

- Provide friendly, professional service to event hosts and guests
- Respond promptly to guest requests and inquiries
- Handle complaints professionally and escalate when necessary
- Maintain positive representation of the catering business
- Communicate effectively with event coordinators and team members

2.7 Compliance and Safety

- Follow all food safety and hygiene requirements

- Comply with responsible service of alcohol (RSA) obligations
- Report hazards, incidents and equipment issues immediately
- Maintain personal hygiene and professional appearance
- Follow workplace health and safety procedures at all venues

3. Required Skills and Attributes

3.1 Essential Skills

Flexibility and Adaptability

Ability to adapt to different venues, event types and last-minute changes. Work efficiently in varied conditions from formal venues to outdoor locations.

Customer Service

Provide friendly, professional service to diverse clients and guests. Handle requests promptly and maintain a positive demeanour even during challenging situations.

Teamwork

Collaborate effectively with other catering staff, coordinate with event managers and support colleagues during busy service periods.

Time Management

Meet strict event timelines, coordinate with event schedules and ensure service runs smoothly according to plan. Prioritise tasks during setup and service.

3.2 Physical Requirements

- Physical stamina to stand and work for extended periods (often 6-12 hours)
- Ability to lift and carry equipment, supplies and trays (up to 15kg)
- Capacity for repeated bending, reaching and stretching
- Comfortable working in varied weather conditions for outdoor events
- Ability to maintain energy and focus throughout long events

3.3 Personal Attributes

- Professional appearance and personal presentation
- Positive attitude and friendly demeanour
- Reliability and punctuality (critical for events with fixed timelines)
- Flexibility to work irregular shifts including weekends and evenings
- Problem-solving ability and initiative
- Attention to detail in service and presentation
- Ability to work independently and as part of a team
- Good communication skills

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Responsible Service of Alcohol (RSA) certificate valid for the state/territory where events are held
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical fitness to perform lifting, carrying and standing for extended periods
- Availability for irregular hours including evenings, weekends and public holidays

4.2 Desirable Qualifications

- Food handling or food safety certificate
- Valid driver licence (beneficial for transport to venues)
- Previous catering, event or hospitality experience
- Current first aid certificate
- Certificate III in Hospitality or equivalent
- Experience with different service styles (plated, buffet, cocktail)

4.3 Experience

Previous experience in catering, events or hospitality is preferred but not essential. Training will be provided to suitable candidates who demonstrate the right attitude, physical fitness and availability for the role.

5. Working Conditions

5.1 Hours of Work

- Irregular hours based on event bookings (mornings, afternoons, evenings)
- Regular work on weekends and public holidays
- Events typically range from 4 to 12 hours including setup and pack down
- Roster provided in advance as per award requirements (minimum 7 days)
- Short notice work may be available for casual staff who opt in

5.2 Physical Requirements

- Standing and walking for extended periods throughout events
- Lifting and carrying equipment, supplies and trays (up to 15kg)
- Loading and unloading catering vehicles
- Working in fast-paced environments during peak service
- Working in varied weather conditions for outdoor events

5.3 Work Environment

- Various venues including hotels, function centres, private homes, outdoor locations

- Travel to different locations across the service area
- Working in temporary or unfamiliar kitchen and service facilities
- Exposure to varying temperatures (hot kitchens, outdoor conditions)
- Close interaction with diverse clients and guests

5.4 Travel Requirements

- Travel to event venues within the business service area
- Travel time and reasonable expenses paid as per award requirements
- May require own transport for some roles (driver licence beneficial)
- Flexible start and finish locations depending on event venues

5.5 Uniform and Presentation

- Uniform or dress code as specified by the catering business
- Neat and tidy personal appearance required at all times
- Closed-toe, non-slip footwear mandatory
- Minimal jewellery and discreet appearance
- Hair tied back and clean-shaven or neat facial hair

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Restaurant Industry Award 2020 (MA000119). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in restaurants, cafes, catering and similar hospitality businesses.

6.2 Classification Level

Catering staff are generally classified as Food and Beverage Attendants under the award:

- Level 1: Introductory level for employees with limited experience
- Level 2: Experienced employees with competency in event service
- Level 3: Senior employees with supervisory responsibilities or advanced skills

The specific classification level will be determined based on the duties performed and the experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher casual loading applies
- Sunday: Premium rate applies
- Public holidays: Premium rate applies

- Late night shifts: Applicable allowances may apply

Catering staff may also be entitled to additional allowances for specific duties or conditions.

6.4 Travel Time and Expenses

Under the Restaurant Industry Award, employees are entitled to payment for travel time and reasonable travel expenses when required to work at locations away from their usual place of work. This includes time travelling to and from event venues beyond normal commuting distance, plus vehicle allowances or reimbursement for actual expenses. The business will provide clear details of the travel policy during onboarding.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all clients, guests, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business, event and client information
- Follow all business policies and procedures
- Represent the catering business positively at all times
- Arrive on time for scheduled events, ready to work
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide friendly, attentive and professional service to all guests
- Anticipate guest needs and respond promptly to requests
- Handle complaints calmly and seek resolution
- Maintain knowledge of menu items and event details
- Adapt service style to suit different event types and client preferences

7.3 Teamwork Expectations

- Support colleagues during setup, service and pack down
- Communicate clearly with event coordinators and kitchen staff
- Share workload fairly across the team
- Participate positively in pre-event briefings
- Accept feedback constructively and apply improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining relevant experience, physical fitness and availability
- Copies of relevant certificates (RSA, food handling, driver licence, etc.)
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and venue tour
- Trial event shift (paid) to assess practical skills
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business and specific event requirements.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____