

Cocktail Waitress Job Description

A comprehensive job description template
for Australian bar and nightclub venues

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 hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, venue type, 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.

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1. Position Overview

1.1 Position Title

Cocktail Waitress / Bar Waitress / Beverage Server

1.2 Position Summary

The Cocktail Waitress is responsible for providing professional beverage service to guests in a bar, lounge or nightclub environment. This role focuses on serving alcoholic and non-alcoholic drinks, ensuring excellent customer service and maintaining a welcoming atmosphere for guests.

The position requires strong customer service skills, knowledge of drinks and cocktails, the ability to work efficiently in a fast-paced bar environment, and strict compliance with responsible service of alcohol requirements. Cocktail waitresses typically work late-night hours including weekends.

1.3 Reporting Structure

This position reports to:

- Bar Manager / Venue Manager
- Shift Supervisor / Floor Manager (during service)
- Head Bartender (for beverage-related queries)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs and events)
- Part-time (regular rostered hours including weekends)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Drink Service

- Take drink orders from guests at tables or in lounge areas
- Serve cocktails, beer, wine, spirits and non-alcoholic beverages promptly
- Carry drinks safely on trays through busy venues
- Recommend drinks based on customer preferences
- Relay orders to bartenders accurately and efficiently
- Check on guest satisfaction and take additional orders
- Maintain knowledge of drink specials, promotions and happy hour offerings

2.2 Table and Bar Service

- Circulate through venue to check on customers and clear empty glasses

- Maintain cleanliness of tables and bar areas throughout service
- Set up and prepare service areas before opening
- Replenish napkins, straws and table items
- Clear and reset tables efficiently during busy periods
- Polish glassware and ensure presentation standards

2.3 RSA Compliance

- Monitor alcohol consumption and identify signs of intoxication
- Refuse service to intoxicated guests in accordance with RSA requirements
- Check identification to verify age for alcohol service
- Not serve minors or supply alcohol to minors
- Report incidents or concerns to management immediately
- Follow venue policies for managing intoxicated or disruptive guests

2.4 Customer Engagement

- Welcome guests and create a friendly, welcoming atmosphere
- Build rapport with regular customers
- Handle customer complaints professionally and escalate when necessary
- Maintain positive energy and professionalism throughout shifts
- Provide information about venue events, promotions and entertainment

2.5 Payment Processing

- Process cash and card payments accurately
- Manage tabs and keep track of customer orders
- Handle split bills and group payments
- Reconcile cash takings and floats at end of shift
- Follow procedures for discounts, vouchers and promotions
- Operate POS systems efficiently

2.6 Team Collaboration

- Communicate effectively with bartenders, bar backs and other staff
- Support colleagues during busy periods
- Participate in pre-service briefings
- Assist with opening and closing duties as required
- Maintain positive team environment

2.7 Safety and Compliance

- Follow all venue policies and procedures

- Report hazards, spills and maintenance issues immediately
- Maintain personal hygiene and grooming standards
- Follow workplace health and safety procedures
- Comply with responsible service of alcohol obligations

3. Required Skills and Attributes

3.1 Essential Skills

Communication

Clear verbal communication in busy, often noisy bar environments. Ability to take orders accurately and interact confidently with diverse guests.

Customer Service

Friendly, approachable manner with excellent interpersonal skills. Ability to build rapport with guests and create a welcoming bar atmosphere.

Multitasking

Manage multiple tables and drink orders simultaneously, especially during peak Friday and Saturday night service.

Drink Knowledge

Understanding of cocktails, spirits, beer and wine. Ability to make recommendations and answer questions about beverages.

3.2 Personal Attributes

- Professional appearance and personal presentation
- Positive attitude and high energy levels
- Reliability and punctuality for late-night shifts
- Flexibility to work varied shifts including weekends and late nights
- Physical stamina to stand and walk for extended periods
- Excellent memory for drink orders and table numbers
- Ability to remain calm under pressure during busy periods
- Cash handling skills and basic numeracy

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Responsible Service of Alcohol (RSA) certificate valid for the state/territory of employment (MANDATORY)
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work late-night shifts including Friday and Saturday nights

- Availability to work weekends and public holidays

4.2 Desirable Qualifications

- Previous experience in bar, lounge or nightclub environment
- Knowledge of cocktails and drink preparation
- Experience with POS systems and cash handling
- Current first aid certificate
- Certificate III in Hospitality or equivalent
- Experience working in high-volume venues

4.3 Experience

Previous experience in a bar or hospitality environment is preferred but not essential. Training will be provided to suitable candidates who demonstrate the right attitude, energy and commitment to the role.

5. Working Conditions

5.1 Hours of Work

- Late-night shifts typically from evening until close (e.g., 9pm-3am)
- Regular work on Friday and Saturday nights
- Weekend and public holiday shifts required
- Shift lengths typically range from 5 to 8 hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Carrying trays with drinks through busy venues
- Bending, reaching and stretching during service
- Working in a fast-paced environment during peak periods
- Ability to work in loud environments with music

5.3 Work Environment

- Bar, lounge or nightclub venue
- Loud music and high-energy atmosphere
- Large crowds, especially on weekends
- Exposure to alcohol and smoking areas (where applicable)
- Late-night hours with reduced public transport availability
- Close interaction with guests, including managing difficult situations

5.4 Uniform and Presentation

- Uniform or dress code specified by venue (typically all-black attire)
- Professional and polished appearance required
- Closed-toe, non-slip footwear required
- Hair styled neatly and makeup appropriate for venue
- Minimal jewellery and adherence to venue presentation standards

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Restaurant Industry Award 2020 (MA000119) or the Hospitality Industry (General) Award 2020 (MA000009), depending on the venue type. Some bars and clubs may fall under the Registered and Licensed Clubs Award 2020.

These awards set minimum pay rates, penalty rates (including late-night penalties), allowances and conditions for bar staff.

6.2 Classification Level

Cocktail waitresses are generally classified as Food and Beverage Attendants under the applicable award:

- Level 1: Introductory level for employees with limited experience
- Level 2: Experienced employees with competency in core duties
- 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 or penalty rates apply
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Late night (after midnight): Additional penalties may apply

Refer to the applicable modern award for current rates, penalties and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all guests, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business and guest information
- Follow all venue policies, procedures and house rules

- Represent the venue positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible
- Not consume alcohol before or during shifts

7.2 Service Standards

- Provide friendly, energetic and professional service to all guests
- Anticipate guest needs and respond promptly
- Handle complaints and difficult situations calmly and professionally
- Maintain knowledge of drinks menu, specials and promotions
- Suggest additional drinks and upsell where appropriate
- Strictly comply with RSA requirements at all times

7.3 Teamwork Expectations

- Support bartenders and colleagues during busy periods
- Communicate clearly with bar staff about orders and guest needs
- Share workload fairly across the team
- Participate positively in team meetings and 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 bar experience and availability
- Copy of valid RSA certificate (MANDATORY)
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview at the venue
- Trial shift (paid) to assess practical skills and fit
- 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.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____