

Event Catering Assistant Job Description

A comprehensive job description template
for Australian hotels and accommodation 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 hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel 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

Event Catering Assistant / Banquet Server / Function Attendant

1.2 Position Summary

The Event Catering Assistant is responsible for providing food and beverage service at hotel events, conferences, weddings and banquet functions. This role involves setting up event spaces, serving meals and refreshments, maintaining service standards, clearing tables and ensuring guests receive professional, attentive service throughout events.

The position requires excellent customer service skills, ability to work efficiently in a team, physical stamina for event setup and service, understanding of food safety practices and the flexibility to work varied hours including evenings and weekends. The Event Catering Assistant plays a crucial role in delivering successful events and memorable guest experiences.

1.3 Reporting Structure

This position reports to:

- Banquet Manager / Events Manager
- Food and Beverage Manager
- Banquet Supervisor / Events Coordinator (during events)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on event bookings)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Event Setup and Preparation

- Set up function rooms according to event specifications
- Arrange tables, chairs and table settings for events
- Place table linens, napkins, cutlery and glassware
- Set up buffet stations and food displays
- Prepare beverage stations including water, tea and coffee
- Position signage, decorations and centrepieces
- Ensure all setups are complete before guest arrival

- Conduct final quality checks before events commence

2.2 Food and Beverage Service

- Serve plated meals at banquets and formal dinners
- Provide professional plate service from the left, clear from the right
- Serve beverages including wine, water and soft drinks
- Replenish buffet displays and maintain presentation
- Circulate with canapes and finger food during cocktail functions
- Respond to guest requests and dietary requirements
- Maintain service flow and timing as directed by supervisor
- Follow proper service protocols and etiquette

2.3 Conference and Meeting Service

- Set up and serve morning and afternoon tea breaks
- Maintain water stations and refresh throughout sessions
- Serve working lunches and business dinners
- Clear and reset rooms between conference sessions
- Provide discreet, efficient service during meetings
- Coordinate with conference services team on timing
- Respond to last-minute requests and adjustments

2.4 Table Clearing and Resetting

- Clear plates and glassware efficiently between courses
- Scrape and stack plates correctly for kitchen
- Remove used items discreetly without disturbing guests
- Reset tables for subsequent courses
- Clear tables completely after events conclude
- Return tableware, glassware and equipment to kitchen
- Sort items for washing and storage

2.5 Beverage Service and Bar Support

- Pour and serve wine, beer and non-alcoholic beverages
- Maintain responsible service of alcohol practices
- Monitor guest alcohol consumption and wellbeing
- Support bar staff during busy periods
- Collect empty glasses and bottles throughout events
- Replenish bar supplies and ice
- Follow RSA regulations and hotel policies

2.6 Pack-Down and Cleaning

- Dismantle event setups after functions conclude
- Remove linens and table settings
- Clear rubbish and coordinate with cleaning staff
- Return furniture and equipment to storage areas
- Clean and polish glassware and cutlery
- Assist with dishwashing during busy periods
- Prepare rooms for next day events
- Complete end-of-event checklists

2.7 Guest Interaction and Service

- Greet guests warmly and professionally
- Respond to guest enquiries and special requests
- Accommodate dietary requirements and allergies
- Provide attentive, anticipatory service
- Handle guest concerns professionally
- Maintain positive, helpful attitude throughout events
- Ensure guests feel valued and well-cared-for

2.8 Food Safety and Hygiene

- Follow food safety procedures and temperature controls
- Maintain high standards of personal hygiene
- Handle food items safely and hygienically
- Monitor food display temperatures and freshness
- Report food safety concerns immediately
- Comply with health and safety regulations
- Use correct hand washing procedures

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Excellence

Friendly, professional service delivery with genuine hospitality. Ability to read guest needs and provide attentive service. Professional demeanour when interacting with diverse guests. Patience and courtesy during long events. Capability to handle special requests graciously.

Service Skills and Technique

Understanding of formal service techniques including plate service, silver service and buffet presentation. Ability to carry multiple plates safely. Proper wine service and beverage pouring. Knowledge of service etiquette and protocols. Efficient clearing and table management.

Physical Capability and Stamina

Physical fitness to stand, walk and carry for extended periods. Ability to lift and move furniture and equipment. Stamina for long event days including setup and pack-down. Balance and coordination for carrying multiple plates and trays. Good posture for professional presentation.

Teamwork and Communication

Strong team player who works collaboratively with colleagues. Clear communication with supervisors and kitchen staff. Ability to follow instructions and timing cues. Coordination with other service staff during events. Willingness to assist team members during busy periods.

3.2 Personal Attributes

- Professional presentation and grooming
- Energetic, positive attitude
- Reliable and punctual (events cannot proceed without adequate staff)
- Flexible regarding varied work hours
- Calm demeanour under pressure
- Attention to detail in service and presentation
- Proactive and anticipatory approach
- Pride in delivering excellent service
- Respectful and courteous manner
- Ability to take direction well

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Current Responsible Service of Alcohol (RSA) certificate
- Food Safety certificate or willingness to obtain immediately
- Physical capability to lift and carry (up to 15-20kg)
- Ability to work flexible roster including evenings, weekends and public holidays
- Professional presentation and communication skills

4.2 Desirable Qualifications

- Certificate II or III in Hospitality
- Previous banquet, event or restaurant service experience
- Silver service or formal dining experience
- Wine knowledge or sommelier training
- First Aid certificate
- Customer service training

- Manual handling certification

4.3 Experience

Previous experience in events, banquets, restaurants or hotels is desirable but not essential for entry-level positions. Candidates with customer service experience and willingness to learn will be considered. Training will be provided on service techniques, hotel procedures and specific event requirements.

5. Working Conditions

5.1 Hours of Work

- Variable shifts based on event schedule (often evenings and weekends)
- Regular work on public holidays for special events
- Shifts may be split (setup morning, service evening)
- Long days during large events and conferences
- Shifts typically 4-8 hours but may extend based on events
- Last-minute roster changes possible due to event bookings

5.2 Physical Requirements

- Standing and walking for entire shift (4-8 hours)
- Frequent lifting and carrying of tables, chairs and equipment (15-20kg)
- Carrying plates and trays repeatedly throughout service
- Bending, reaching and stretching for table service
- Working at fast pace during busy service periods
- Tolerance for warm environments during busy functions
- Physical stamina for long events and consecutive services

5.3 Work Environment

- Indoor function rooms and banquet facilities
- Air-conditioned environment (may become warm during events)
- Formal and informal event settings
- Fast-paced during service periods
- Team environment with multiple staff working together
- Interaction with diverse guests and event attendees
- May work late evenings and overnight for some events

5.4 Uniform and Presentation

- Formal uniform provided (typically white shirt, black trousers/skirt, waistcoat)
- Impeccable grooming and presentation standards
- Polished black professional footwear

- Minimal jewellery and conservative appearance
- Hair neat and tidy (long hair tied back)
- Name badge worn during all shifts
- Clean, pressed uniform for each event

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Event Catering Assistants are generally classified under the award as:

- Level 2: Entry-level catering assistant with basic service duties
- Level 3: Experienced catering assistant with advanced service skills
- Level 4: Senior catering assistant with supervisory or specialist service duties

The specific classification level will be determined based on the duties performed, service skills and experience level.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work (after 7pm): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Overnight work: Additional allowances may apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time in full, immaculate uniform
- Maintain professional appearance throughout event
- Treat all guests and colleagues with respect
- Follow food safety and alcohol service regulations

- Represent hotel brand with pride and professionalism
- Notify management immediately if unable to work scheduled event

7.2 Service Excellence

- Provide attentive, gracious service to all guests
- Anticipate guest needs proactively
- Maintain professional composure throughout events
- Follow service protocols and timing precisely
- Handle guest requests efficiently and courteously
- Go above and beyond to ensure guest satisfaction

7.3 Teamwork and Cooperation

- Work collaboratively with all team members
- Follow instructions from supervisors promptly
- Communicate clearly with colleagues during service
- Assist team members during busy periods
- Share workload fairly and support colleagues
- Participate positively in pre-event briefings

7.4 Safety and Responsibility

- Follow safe manual handling techniques
- Report hazards or safety concerns immediately
- Comply with responsible service of alcohol requirements
- Maintain food safety standards at all times
- Handle breakages and accidents professionally
- Follow emergency procedures when required

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of RSA and food safety certificates
- Copies of hospitality qualifications if applicable
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview with events manager
- Practical service skills assessment if required
- Reference checks
- Trial shift (may be offered)

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 hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____