

Fast Food Crew Member Job Description

A comprehensive job description template
for Australian quick service restaurants

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 fast food industry practices at the time of publication. You should review and tailor this template to suit your business, operating model, 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	5
6. Award Information	6
7. Expected Behaviours	6
8. Application Process	7

1. Position Overview

1.1 Position Title

Fast Food Crew Member / Team Member / Crew Team Member

1.2 Position Summary

The Fast Food Crew Member is responsible for food preparation, customer service and maintaining cleanliness in a quick service restaurant environment. This role involves taking customer orders, preparing menu items, operating cash registers and ensuring a positive customer experience in a fast-paced setting.

The position requires the ability to work quickly and efficiently during peak periods, maintain food safety and hygiene standards, work collaboratively with team members, and deliver friendly customer service. No previous experience is required as comprehensive training is provided.

1.3 Reporting Structure

This position reports to:

- Store Manager / Restaurant Manager
- Shift Supervisor / Shift Manager (during service)
- Assistant Manager (as applicable)

1.4 Employment Type

This position is available as:

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

2. Key Responsibilities

2.1 Customer Service

- Greet customers warmly and take orders at counter or drive-through
- Answer questions about menu items, ingredients and promotions
- Process customer orders accurately using POS systems
- Provide friendly and efficient service during peak periods
- Handle customer complaints professionally and escalate when necessary
- Ensure customers receive correct orders promptly
- Thank customers and invite them to return

2.2 Food Preparation

- Prepare menu items following standardised recipes and procedures

- Assemble burgers, sandwiches and other menu items accurately
- Cook and fry food items safely using kitchen equipment
- Monitor food quality and presentation standards
- Follow portion control guidelines to minimise waste
- Prepare ingredients and restock stations during quiet periods
- Check food temperatures and ensure items are served fresh

2.3 Cash Handling and Payment Processing

- Operate cash register and process transactions accurately
- Accept cash, card and digital payments correctly
- Provide accurate change and receipts
- Balance cash drawer at end of shift
- Follow procedures for discounts, coupons and promotions
- Report discrepancies or issues to supervisor

2.4 Cleanliness and Maintenance

- Maintain cleanliness of workstations, equipment and food preparation areas
- Clean dining areas, tables, chairs and floors regularly
- Empty rubbish bins and maintain waste disposal areas
- Clean and sanitise food contact surfaces
- Follow cleaning schedules and food safety procedures
- Restock supplies, condiments and packaging materials
- Report maintenance issues and equipment malfunctions

2.5 Drive-Through Operations

- Take orders via headset with clarity and accuracy
- Coordinate with kitchen team to prepare drive-through orders
- Present orders at drive-through window promptly
- Maintain drive-through service speed targets
- Process drive-through payments efficiently
- Ensure drive-through area is clean and organised

2.6 Team Collaboration and Compliance

- Work cooperatively with team members across all stations
- Communicate effectively during busy periods
- Support colleagues when needed and share workload
- Follow all food safety, hygiene and workplace safety procedures
- Comply with uniform and grooming standards

- Attend team meetings and training sessions
- Follow opening and closing procedures as required

3. Required Skills and Attributes

3.1 Essential Skills

Speed and Efficiency

Ability to work quickly during peak periods. Manage multiple tasks simultaneously. Maintain quality and accuracy under pressure.

Multitasking

Switch between different stations as needed. Manage multiple orders at once. Adapt to changing priorities throughout shift.

Customer Focus

Friendly demeanour and positive attitude. Patience with diverse customers. Ability to handle complaints calmly.

Teamwork

Collaborative attitude. Support colleagues during busy periods. Communicate effectively with team members.

Communication

Clear verbal communication with customers and team. Active listening for accurate orders. Effective coordination during service.

3.2 Personal Attributes

- Reliable and punctual attendance
- Positive attitude and enthusiasm for the role
- Willingness to learn and follow procedures
- Flexibility to work varied shifts including weekends and public holidays
- Physical stamina to stand for extended periods
- Attention to detail in food preparation and order accuracy
- Ability to work in a fast-paced environment
- Basic numeracy skills for cash handling
- Neat personal presentation and hygiene

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work a flexible roster including early mornings, evenings, weekends and public holidays
- Sufficient English language skills to communicate with customers and team members

- Minimum age as required by state workplace laws (typically 14-15 years)

4.2 Desirable Qualifications

- Food handling or food safety certificate (training provided if not held)
- Previous experience in fast food, retail or customer service
- RSA certificate (only if venue serves alcohol)
- Current first aid certificate
- Experience using POS systems or cash registers

4.3 Experience

No previous experience is required. This is an entry-level position suitable for school students, first-time workers and career changers. Comprehensive training will be provided to all successful candidates.

5. Working Conditions

5.1 Hours of Work

- Shift work including early mornings, afternoons and evenings
- Regular work on weekends and public holidays
- Shift lengths typically range from 3 to 8 hours
- Roster provided in advance as per award requirements
- Peak periods during meal times (breakfast, lunch and dinner)

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Lifting and carrying items up to 10kg
- Reaching, bending and stretching during food preparation
- Working quickly during peak service periods
- Tolerance for kitchen heat and varied temperatures

5.3 Work Environment

- Fast-paced quick service restaurant environment
- Exposure to kitchen heat, fryers and cooking equipment
- Working with hot surfaces and food items
- Noise from kitchen operations and busy service periods
- Close interaction with customers and team members
- May include drive-through operations

5.4 Uniform and Presentation

- Uniform provided by the business (typically shirt and cap)

- Clean, neat and tidy appearance required
- Closed-toe, non-slip footwear required
- Hair tied back or secured under cap
- Minimal jewellery and natural nail appearance
- Compliance with food safety hygiene standards

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Fast Food Industry Award 2020 (MA000003). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in quick service restaurants, takeaway food outlets and similar businesses.

6.2 Classification Level

Crew members are generally classified under the award as follows:

- Level 1: Introductory level for first three months of employment
- Level 2: Employees who can perform a range of duties competently
- Level 3: Experienced employees with broader skills and responsibilities
- Level 4: Supervisory roles with team coordination responsibilities

The specific classification level will be determined based on the duties performed and the experience of the successful candidate. Progression through levels occurs as skills develop.

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
- Evening work: After 10pm weekdays or midnight weekends

Casual employees receive a 25% casual loading in lieu of leave entitlements. Refer to the Fast Food Industry Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business information
- Follow all business policies and procedures

- Represent the business positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible
- Maintain appropriate conduct on social media regarding the business

7.2 Service Standards

- Provide friendly, efficient service to all customers
- Maintain speed of service targets during peak periods
- Ensure order accuracy and quality standards
- Handle complaints professionally and seek resolution
- Follow food safety and hygiene procedures at all times
- Maintain product knowledge of menu items

7.3 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly and respectfully with team members
- Share workload fairly across the team
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements
- Assist with training new team members when requested

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining any relevant experience
- Brief cover letter stating availability and interest in the role
- Copies of relevant certificates (food handling, RSA if applicable)
- Contact details for two referees (if available)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or in-person interview
- Assessment of availability and suitability for role
- Trial shift (paid) to assess practical skills and fit
- Reference checks (where applicable)

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. We encourage applications from young people, students and first-time workers.

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: ____ / ____ / ____