

Food Runner Job Description

A comprehensive job description template
for Australian hospitality 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, 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.

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

Food Runner / Food Expeditor / Server Assistant

1.2 Position Summary

The Food Runner is responsible for delivering food from the kitchen to dining tables quickly, accurately and with proper presentation. This role ensures food reaches guests while hot and correctly prepared, supporting waitstaff to maintain efficient service flow and positive guest experiences.

The position requires physical stamina, attention to detail, and the ability to work at pace during busy service periods. Food runners coordinate closely with kitchen and floor staff, making this an excellent entry-level role for those starting a hospitality career.

1.3 Reporting Structure

This position reports to:

- Restaurant Manager / Venue Manager
- Floor Manager / Shift Supervisor (during service)
- Head Chef / Kitchen Manager (for food-related queries)

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 Food Delivery

- Collect completed dishes from the kitchen pass in a timely manner
- Verify order accuracy against tickets before delivery
- Deliver food to the correct tables efficiently and professionally
- Ensure food is served at proper temperature and presentation standards
- Carry plates, trays and serving equipment safely
- Announce or describe dishes to guests when placing them on the table
- Report any issues with food quality, presentation or temperature immediately

2.2 Kitchen and Floor Coordination

- Communicate effectively with kitchen staff regarding order status

- Understand and follow the venue's ticket and order system
- Prioritise deliveries based on order timing and urgency
- Coordinate with waitstaff to ensure smooth service flow
- Alert servers when their tables' food is ready
- Maintain awareness of section allocations and table numbers

2.3 Table Maintenance and Support

- Clear finished plates and dishes from tables promptly
- Reset tables between courses and after guests depart
- Refill water glasses and provide bread or condiments as needed
- Assist waitstaff with heavy items or large orders
- Support general floor cleanliness during service

2.4 Station and Equipment Management

- Keep food running stations clean and organised
- Ensure adequate supply of trays, serving equipment and table items
- Properly handle and transport hot plates and heavy trays
- Follow safe food handling procedures at all times
- Report equipment issues or maintenance needs

2.5 Team Collaboration

- Work cooperatively with kitchen and front-of-house staff
- Assist colleagues during peak service periods
- Attend pre-service briefings and team meetings
- Learn menu items, ingredients and special dietary information
- Help with opening and closing duties as assigned

2.6 Food Safety and Compliance

- Follow all food safety and hygiene standards
- Handle food safely to prevent contamination
- Maintain personal hygiene and cleanliness
- Report hazards, spills or safety concerns immediately
- Comply with workplace health and safety procedures

3. Required Skills and Attributes

3.1 Essential Skills

Speed and Efficiency

Ability to move quickly between kitchen and dining area without compromising safety. Work efficiently during busy service periods to ensure food reaches tables while hot.

Memory and Focus

Remember table numbers, section layouts and server assignments. Track multiple orders simultaneously and maintain accuracy under pressure.

Physical Stamina

Endurance to stand, walk and carry trays throughout entire shifts. Physical capability to lift and balance heavy plates, serving equipment and multiple dishes safely.

Attention to Detail

Check that orders match tickets before delivery. Ensure correct table placement, maintain presentation standards, and spot issues before they reach guests.

3.2 Personal Attributes

- Professional and presentable appearance
- Positive attitude and friendly demeanour
- Reliability, punctuality and consistent attendance
- Flexibility to work varied shifts including weekends and public holidays
- Ability to remain calm and focused during busy periods
- Strong work ethic and willingness to learn
- Team player who supports colleagues
- Good coordination and spatial awareness

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical ability to stand for extended periods and lift/carry trays and plates
- Ability to work a flexible roster including evenings, weekends and public holidays

4.2 Desirable Qualifications

- Food handling or food safety certificate
- Responsible Service of Alcohol (RSA) certificate (if assisting with beverage service)
- Previous experience in hospitality, food service or customer-facing roles
- Current first aid certificate
- Basic knowledge of food service and restaurant operations

4.3 Experience

This is typically an entry-level position and previous experience is not essential. Training will be provided to suitable candidates who demonstrate the right attitude, physical capability and willingness to learn.

5. Working Conditions

5.1 Hours of Work

- Shift work during meal service periods (lunch and/or dinner)
- Regular work on weekends and public holidays
- Shift lengths typically range from 3 to 8 hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking constantly throughout entire shifts
- Carrying trays, plates and equipment (frequently up to 10kg)
- Moving quickly between kitchen and dining areas
- Bending, reaching and stretching during service
- Working at a fast pace during peak meal periods
- Handling hot plates and working near kitchen heat

5.3 Work Environment

- Indoor restaurant, cafe or hospitality venue
- Fast-paced, high-energy environment during service
- Exposure to kitchen heat and hot plates
- Noise from kitchen operations and busy dining periods
- Close collaboration with kitchen and front-of-house teams
- May include outdoor dining areas in some venues

5.4 Uniform and Presentation

- Uniform provided by the venue (or dress code specified)
- Neat and tidy personal appearance required at all times
- Closed-toe, non-slip footwear mandatory for safety
- Minimal jewellery and discreet nail polish
- Hair tied back securely if long
- 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

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

- Level 1: Entry-level position for employees new to hospitality or with limited experience
- Level 2: Employees with relevant experience and competency in core duties
- Level 3: Senior employees with supervisory responsibilities or advanced skills

Food runner positions typically start at Level 1. 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

Refer to the Restaurant Industry Award for current rates and conditions specific to your venue type.

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 instructions
- 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

7.2 Service Standards

- Deliver food promptly while maintaining quality and presentation
- Verify order accuracy before delivery to guests
- Handle food safely and according to hygiene standards
- Be courteous and professional when interacting with guests
- Report any issues with food quality or presentation immediately
- Maintain awareness of dietary requirements and special requests

7.3 Teamwork Expectations

- Support kitchen and floor staff to ensure smooth service
- Communicate clearly and promptly with all team members

- Help colleagues during busy periods without being asked
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements
- Show initiative in identifying and completing tasks

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining relevant experience and availability
- Copies of relevant certificates (food handling, RSA if applicable)
- 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 fitness for the role
- 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: ____ / ____ / ____