

Hospitality Shift Supervisor 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.

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1. Position Overview

1.1 Position Title

Hospitality Shift Supervisor / Floor Manager / Shift Manager

1.2 Position Summary

The Hospitality Shift Supervisor is responsible for overseeing all front-of-house operations during their assigned shifts. This role combines hands-on hospitality service with team leadership, ensuring smooth service flow, maintaining quality standards and managing customer satisfaction.

The Shift Supervisor coordinates staff activities, handles customer escalations, manages opening or closing procedures, and ensures compliance with all food safety, RSA and workplace safety requirements. This position requires proven hospitality experience, strong leadership skills and the ability to make sound decisions under pressure.

1.3 Reporting Structure

This position reports to:

- Venue Manager / Restaurant Manager
- General Manager (in larger establishments)

This position supervises:

- Waitstaff / Food and Beverage Attendants
- Front-of-house team members during service
- Bar staff (where applicable)

1.4 Employment Type

This position is available as:

- Part-time (regular rostered hours with supervisory shifts)
- Full-time (38 hours per week)
- Casual (variable hours based on business needs, less common for supervisory roles)

2. Key Responsibilities

2.1 Shift Coordination and Floor Management

- Oversee all front-of-house operations during assigned shifts
- Coordinate service flow between dining areas, kitchen and bar
- Manage table allocation and seating arrangements
- Monitor service timing and address any delays or issues
- Ensure smooth transition between lunch and dinner services

- Adapt operations to handle fluctuating customer volumes

2.2 Staff Supervision and Leadership

- Allocate section responsibilities to waitstaff
- Provide clear direction and guidance to team members
- Monitor staff performance and provide real-time feedback
- Support new team members during their shifts
- Conduct pre-service briefings on specials, menu changes and priorities
- Address performance issues and escalate concerns to management
- Foster positive team morale and collaboration

2.3 Customer Service and Escalations

- Ensure consistent service standards across all tables
- Greet and interact with guests as required
- Handle customer complaints and resolve issues professionally
- Make service recovery decisions to maintain customer satisfaction
- Manage difficult situations including RSA-related incidents
- Process refunds or adjustments as per venue policy
- Ensure special requests and dietary requirements are managed appropriately

2.4 Opening and Closing Procedures

- Conduct opening checks including safety, cleanliness and equipment functionality
- Coordinate team setup of dining areas, bar and service stations
- Ensure POS systems, payment terminals and other equipment are operational
- Manage closing procedures including cash reconciliation and secure venue lockup
- Complete opening and closing checklists and report any issues
- Ensure security procedures are followed, including alarm systems

2.5 Cash Handling and Financial Duties

- Supervise payment processing and POS transactions
- Reconcile cash takings and prepare banking
- Manage cash floats and secure storage
- Process refunds, voids and discounts with appropriate authorization
- Monitor sales performance during shift
- Report discrepancies or concerns to management

2.6 Compliance and Standards Enforcement

- Ensure all staff comply with responsible service of alcohol (RSA) obligations

- Monitor and enforce food safety and hygiene standards
- Identify and address workplace health and safety hazards
- Ensure staff follow uniform, grooming and presentation standards
- Report incidents, near misses and maintenance issues promptly
- Maintain records as required (incident reports, RSA refusals, etc.)

2.7 Operational Support

- Assist with stock management and inventory checks
- Monitor and maintain venue cleanliness standards
- Coordinate maintenance requests and repairs
- Contribute to menu planning and operational improvements
- Participate in staff training and onboarding
- Provide regular feedback to management on operational matters

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Team Management

Ability to guide, motivate and coordinate team members. Delegate tasks effectively and maintain positive team morale. Provide constructive feedback and support staff development.

Decision-Making Under Pressure

Sound judgment when handling operational issues, customer complaints and staff matters. Ability to make quick decisions during busy service periods while maintaining service standards.

Communication Skills

Clear verbal and written communication with staff, management and customers. Ability to give direction, resolve conflicts and communicate expectations effectively.

Multitasking and Prioritisation

Capacity to manage multiple priorities simultaneously, from supervising staff to handling customer escalations and monitoring service flow. Effective time management during peak periods.

Problem-Solving

Ability to identify issues quickly, implement practical solutions and adapt to changing circumstances. Proactive approach to preventing problems.

Hospitality Knowledge

Strong understanding of food and beverage service, operational procedures, modern awards and compliance requirements. Knowledge of POS systems and hospitality software.

3.2 Personal Attributes

- Professional presentation and strong work ethic
- Calm and composed under pressure

- High attention to detail and quality standards
- Reliability, punctuality and accountability
- Flexibility to work varied shifts including weekends and holidays
- Customer-focused mindset and positive attitude
- Integrity in handling cash and confidential information
- Commitment to continuous improvement

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Minimum 1-2 years experience in hospitality, food and beverage service or similar customer-facing roles
- Responsible Service of Alcohol (RSA) certificate valid for the state/territory of employment
- Food safety / food handling certificate
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Availability to work flexible roster including evenings, weekends and public holidays

4.2 Desirable Qualifications

- Previous supervisory, team leader or leadership experience in hospitality
- Certificate III or Certificate IV in Hospitality or Hospitality Management
- Current first aid certificate
- Experience with POS systems and rostering software
- Cash handling and reconciliation experience
- Knowledge of modern awards and employment standards
- Barista skills or advanced beverage knowledge

4.3 Experience

Candidates should have demonstrated experience working in a fast-paced hospitality environment, ideally in a similar supervisory or team coordination role. Evidence of leadership capability, whether formal or informal, is essential.

5. Working Conditions

5.1 Hours of Work

- Shift work including mornings, afternoons, evenings and late nights
- Regular work on weekends and public holidays
- Responsibility for opening and/or closing shifts
- Shift lengths typically range from 6 to 10 hours

- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Lifting and carrying equipment, stock and supplies (up to 15kg)
- Bending, reaching and physical setup of venue areas
- Working in a fast-paced, high-pressure environment during peak service

5.3 Work Environment

- Indoor hospitality venue (restaurant, cafe, hotel, bar or club)
- May include outdoor dining areas or function spaces
- Exposure to kitchen heat, noise and varying temperatures
- Close interaction with customers, staff and management
- Responsibility for venue security and safety

5.4 Accountability and Responsibility

- Responsible for team supervision and customer satisfaction during shifts
- Accountable for cash handling and financial reconciliation
- Authority to make operational decisions within delegated limits
- Required to report significant issues or incidents to management

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 type of business. These awards set minimum pay rates, penalty rates, allowances and conditions for supervisory employees in hospitality businesses.

6.2 Classification Level

Hospitality Shift Supervisors are generally classified at Level 3 or higher under the relevant award:

- Level 3: Food and Beverage Attendant with supervisory duties over a limited number of staff
- Level 4: More experienced supervisors with broader responsibilities or supervising larger teams
- Level 5: Senior supervisors with significant operational responsibility

The specific classification level will be determined based on the scope of supervisory duties, number of staff supervised, and additional responsibilities such as financial reconciliation or venue security.

6.3 Penalty Rates and Allowances

Supervisors are entitled to penalty rates for work performed:

- Saturday: Penalty rates apply (varies by employment type and award)

- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Late night shifts: Applicable allowances may apply
- In-charge allowance: May apply when temporarily assuming manager duties

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

7. Expected Behaviours

7.1 Professional Conduct

- Demonstrate leadership by example in all aspects of work
- Treat all staff, customers and management with respect and professionalism
- Maintain confidentiality regarding business operations, staff matters and customer information
- Follow all venue policies, procedures and standards
- Arrive on time for shifts, prepared to lead the team
- Notify management of any issues, concerns or incidents promptly

7.2 Service Standards

- Maintain consistent high-quality service standards across the venue
- Lead by example in customer interactions and service delivery
- Handle complaints with empathy, professionalism and effective solutions
- Ensure staff maintain product knowledge and service skills
- Monitor service quality and address issues proactively

7.3 Leadership and Team Management

- Provide clear direction and communicate expectations to team members
- Support and motivate staff during busy and challenging periods
- Give constructive feedback that helps staff improve and develop
- Foster a positive, collaborative team environment
- Address conflicts or performance issues promptly and fairly
- Recognise and acknowledge good performance

7.4 Operational Excellence

- Ensure compliance with all food safety, RSA and WHS requirements
- Maintain accurate records and documentation as required
- Identify opportunities for operational improvement
- Manage resources efficiently and minimise waste
- Escalate significant issues to management appropriately

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting hospitality experience and supervisory roles
- Cover letter outlining leadership experience, availability and why you are suited to this role
- Copies of relevant certificates (RSA, food safety, first aid, qualifications)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview to discuss experience and availability
- In-person interview at the venue with management
- Practical assessment or trial shift (paid) to evaluate supervisory skills
- Reference checks with previous employers

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 that I will be held accountable for the supervisory responsibilities outlined in this document.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____