

Waiter 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

Waiter / Waitress / Food and Beverage Attendant

1.2 Position Summary

The Waiter is responsible for providing professional food and beverage service to guests, ensuring a positive dining experience from arrival to departure. This role involves greeting guests, taking orders, serving food and drinks, processing payments and maintaining cleanliness and presentation standards throughout service.

The position requires excellent customer service skills, the ability to work efficiently in a fast-paced environment, and a commitment to maintaining high standards of food safety and responsible service of alcohol.

1.3 Reporting Structure

This position reports to:

- Venue Manager / Restaurant Manager
- Shift Supervisor / Floor Manager (during service)
- Head Chef (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 Customer Service

- Welcome guests warmly and seat them at appropriate tables
- Present menus and provide information about dishes, specials and beverages
- Answer questions about menu items, ingredients and preparation methods
- Make recommendations based on guest preferences and dietary requirements
- Take food and beverage orders accurately and relay to kitchen
- Check on guest satisfaction throughout their meal
- Handle complaints professionally and escalate when necessary
- Thank guests and invite them to return

2.2 Food and Beverage Service

- Serve food and beverages promptly and correctly
- Ensure correct presentation and temperature of dishes
- Carry plates, trays and glassware safely
- Clear tables efficiently between courses and after service
- Prepare and serve beverages including coffee, tea, soft drinks and alcohol
- Open and pour wine following proper service techniques
- Monitor alcohol consumption and apply RSA principles

2.3 Table Maintenance

- Set and reset tables according to venue standards
- Ensure tables are clean, properly set and presentable
- Replenish condiments, napkins and table items
- Maintain cleanliness of service areas and stations
- Polish glassware and cutlery as required

2.4 Payment Processing

- Present bills accurately and promptly when requested
- Process cash, card and other payment methods correctly
- Handle split bills and group payments
- Reconcile cash takings at end of shift
- Follow procedures for discounts, vouchers and promotions

2.5 Team Collaboration

- Communicate effectively with kitchen and bar staff
- Support colleagues during busy periods
- Participate in pre-service briefings
- Share information about menu changes, specials and 86d items
- Assist with opening and closing duties as required

2.6 Compliance and Safety

- Follow all food safety and hygiene requirements
- Comply with responsible service of alcohol (RSA) obligations
- Report hazards, incidents and maintenance issues
- Maintain personal hygiene and grooming standards
- Follow workplace health and safety procedures

3. Required Skills and Attributes

3.1 Essential Skills

Communication

Clear verbal communication with guests and team members. Active listening skills. Professional phone manner if taking bookings.

Customer Focus

Genuine interest in providing excellent service. Patience and empathy when dealing with diverse customers. Ability to remain calm and professional under pressure.

Time Management

Ability to prioritise tasks effectively. Work efficiently during peak service periods. Manage multiple tables simultaneously without compromising service quality.

Teamwork

Collaborative attitude. Willingness to help colleagues. Positive contribution to team environment.

3.2 Personal Attributes

- Professional appearance and personal presentation
- Positive attitude and friendly demeanour
- Reliability and punctuality
- Flexibility to work varied shifts including weekends and public holidays
- Physical stamina to stand for extended periods
- Attention to detail in all aspects of service
- Ability to learn and remember menu items
- Good numeracy skills for payment processing

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Responsible Service of Alcohol (RSA) certificate valid for the state/territory of employment
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work a flexible roster including evenings, weekends and public holidays

4.2 Desirable Qualifications

- Food handling or food safety certificate
- Previous experience in hospitality or customer service
- Barista training or experience
- Current first aid certificate
- Certificate III in Hospitality or equivalent

- Knowledge of wine and beverages

4.3 Experience

Previous experience in a similar role is preferred but not essential. Training will be provided to suitable candidates who demonstrate the right attitude and aptitude for the role.

5. Working Conditions

5.1 Hours of Work

- Shift work including mornings, afternoons and evenings
- Regular work on weekends and public holidays
- Shift lengths typically range from 4 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 trays, plates and equipment (up to 10kg)
- Bending, reaching and stretching during service
- Working in a fast-paced environment during peak periods

5.3 Work Environment

- Indoor restaurant, cafe or hospitality venue
- May include outdoor dining areas
- Exposure to kitchen heat and varying temperatures
- Noise from kitchen operations and busy dining periods
- Close interaction with guests and team members

5.4 Uniform and Presentation

- Uniform provided by the venue (or dress code specified)
- Neat and tidy personal appearance required
- Closed-toe, non-slip footwear required
- Minimal jewellery and discreet nail polish
- Hair tied back and 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

Waiters are generally classified as Food and Beverage Attendants under the 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 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.

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 and procedures
- 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

- Provide friendly, attentive and professional service to all guests
- Anticipate guest needs and respond promptly
- Handle complaints calmly and seek resolution
- Maintain product knowledge of menu items and specials
- Upsell and recommend items where appropriate

7.3 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly with kitchen and bar staff
- 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 relevant experience and availability
- Copies of relevant certificates (RSA, food handling, etc.)
- 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
- 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: ____ / ____ / ____