



Job Description – Food and Beverage Trainee Service Intern

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Position Title: Food and Beverage Trainee / Service Intern

Department: Food and Beverage

Reports To: Restaurant Manager / Food and Beverage Operations Manager

Version: 1.0

Job Overview

The Food and Beverage Trainee / Service Intern supports the restaurant and bar teams in delivering high-quality service across Grand Royale Group's hospitality venues. This role provides hands-on experience in food and beverage operations, guest interaction, and teamwork, developing the practical skills needed for a successful career in hospitality service management.

Key Responsibilities

Service Support

- Assist in setting up dining areas, including table settings, cutlery, and glassware.
- Serve food and beverages to guests under supervision, ensuring excellent presentation.
- Clear and reset tables efficiently between courses and service periods.
- Assist with beverage preparation, coffee service, and basic bar duties as directed.

Guest Service

- Greet guests warmly and provide menu information when required.
- Respond to guest requests promptly and courteously.
- Support service staff in maintaining smooth and efficient meal delivery.
- Observe and learn upselling and customer engagement techniques.





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Operational Support

- Ensure service areas, equipment, and stations are kept clean and organised.
- Assist with stock replenishment and mise-en-place preparation.
- Comply with hygiene, safety, and food handling standards at all times.
- Participate in opening and closing duties of the restaurant or café.

Learning and Development

- Participate in service and product knowledge training sessions.
- Learn POS operations and order entry systems.
- Gain an understanding of teamwork and service flow during peak hours.
- Seek feedback and apply coaching from supervisors to improve service skills.

Qualifications and Experience

- Currently studying or recently completed Certificate III/IV in Hospitality, Commercial Cookery, or related field.
- Strong communication and customer service orientation.
- Professional grooming and presentation.
- Ability to work flexible shifts including weekends and holidays.
- Prior customer service experience (preferred but not required).

Skills and Competencies

- Enthusiastic, energetic, and team-oriented.
- Attention to detail in service and presentation.
- Time management and ability to work efficiently under supervision.
- Positive attitude and willingness to learn.
- Knowledge of basic food and beverage terminology (advantageous).

Working Conditions

This is an entry-level role based at Grand Royale Group's restaurants, bars, or event venues across the Gold Coast, Queensland. Shift work including evenings, weekends, and public holidays is required based on service demands.





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Key Performance Indicators (KPIs)

- Guest Satisfaction and Feedback Rating (target: $\geq 90\%$).
- Service Accuracy (target: $\geq 98\%$).
- Response Time to Guest Requests (target: ≤ 2 minutes average).
- Compliance with Hygiene and Food Safety Standards (target: 100%).
- Teamwork and Supervisor Evaluation Score (target: $\geq 95\%$).
- Attendance and Punctuality (target: 100%).

Company Values and Culture

Grand Royale Group values professionalism, teamwork, and passion for service. The organisation fosters a culture of learning, inclusivity, and continuous improvement where trainees develop real-world hospitality skills under professional guidance.

Career Path

This internship provides pathways into roles such as Food and Beverage Attendant, Waitstaff Supervisor, or Restaurant Manager within Grand Royale Group or other leading hospitality organisations.

