



Job Description – Waitstaff / Food and Beverage Attendant

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Position Title: Waitstaff / Food and Beverage Attendant

Department: Food and Beverage

Reports To: Restaurant Manager / Head of Food and Beverage

Version: 1.0

Job Overview

The Waitstaff / Food and Beverage Attendant is responsible for delivering exceptional dining service across Grand Royale Group's restaurants, bars, and event venues. This role ensures a seamless guest experience through professional service, attention to detail, and consistent adherence to brand standards. The position requires excellent communication, product knowledge, and a commitment to hospitality excellence.

Key Responsibilities

Guest Service & Experience

- Provide professional, attentive, and friendly service to all guests.
- Take orders accurately and deliver food and beverages efficiently.
- Anticipate guest needs and respond promptly to requests.
- Maintain a thorough knowledge of menu items, specials, and wine pairings.

Operational Duties

- Set up, clear, and maintain dining areas before, during, and after service.
- Ensure table settings meet presentation and hygiene standards.
- Process payments and manage POS transactions accurately.
- Follow standard operating procedures for opening and closing duties.





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Teamwork & Communication

- Work collaboratively with kitchen, bar, and service teams to ensure smooth operations.
- Communicate guest preferences and special requests to relevant departments.
- Support colleagues during peak service periods and events.
- Attend briefings and contribute to team performance discussions.

Health, Safety & Compliance

- Adhere to food safety, hygiene, and WHS standards at all times.
- Maintain cleanliness and organisation of service stations and dining areas.
- Handle glassware and equipment safely and professionally.
- Comply with Responsible Service of Alcohol (RSA) and licensing laws where applicable.

Qualifications and Experience

- Certificate II or III in Hospitality, or equivalent experience.
- Minimum 1–2 years' experience in food and beverage service, ideally within luxury or fine dining environments.
- Valid Responsible Service of Alcohol (RSA) certification (mandatory for licensed venues).
- Strong communication and interpersonal skills.
- Knowledge of food and beverage products and service etiquette.

Skills and Competencies

- Outstanding customer service and presentation.
- Attention to detail and accuracy in order handling.
- Teamwork and time management abilities.
- Ability to remain calm and composed in high-pressure situations.
- Positive attitude and passion for hospitality.

Working Conditions

This is a full-time or casual role based at Grand Royale Group's restaurants and event venues in Gold Coast, Queensland. The position requires flexibility to work shifts, including weekends, evenings, and public holidays, to support dining and event operations.





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Key Performance Indicators (KPIs)

- Guest satisfaction and service quality feedback.
- Efficiency and accuracy in service delivery.
- Team collaboration and communication.
- Compliance with hygiene and safety standards.
- Sales and upselling performance.

Company Values and Culture

Grand Royale Group embodies excellence, warmth, and professionalism in hospitality. The organisation promotes teamwork, respect, and attention to detail. The Waitstaff / Food and Beverage Attendant plays a key role in creating memorable guest experiences that reflect these values.

Career Path

This role offers opportunities for career progression into positions such as Restaurant Supervisor, Assistant Restaurant Manager, or Event Coordinator within Grand Royale Group or other luxury hospitality establishments.

