

Position Description

Food and Beverage Attendant

September 2025



Key Position Information

Department:	Operations – Searoad Hospitality Group
Reports to:	Venue Manager Will also take direction from Supervisors, Duty Managers, and the Hospitality Operations Manager
Direct reports:	Nil
Expected hours of employment:	
Primary location:	Varies: Queenscliff Ferry Terminal 1 Wharf Street East, Queenscliff, Sorrento Ferry Terminal 10 Esplanade, Sorrento, aboard vessels travelling between Queenscliff and Sorrento

Organisational Context

The Searoad Ferries group of companies employs over 200 dedicated staff and serves approximately one million customers annually. Our mission is to connect people and places through exceptional experiences across the tourism, hospitality, passenger transport, and maritime sectors.

Since 1987, we have proudly operated the iconic Queenscliff-Sorrento car and passenger ferry service. Our Explore Australia / Naturaliste Tours company offers unforgettable tourism and wildlife experiences across Victoria, connecting travelers with the region's most stunning natural highlights. We also operate the Western Port Ferry Service, linking Crib Point to French Island and Phillip Island in Western Port Bay, as well as Wanderer Adventures—Wilson's Promontory Cruises—based in the pristine Wilsons Promontory National Park.

Within this dynamic landscape, the Searoad Hospitality Group is dedicated to providing customer experiences through premium onboard and onshore dining options that enhance our ferry operations. Our state-of-the-art Ferry Terminals include multiple hospitality spaces—restaurants, passenger lounges, bars and function spaces—offering breakfast, lunch, dinner, grab-and-go food options, conferences, private functions, and external catering. The group also manages short-term rental accommodation.

The Searoad Hospitality Group's front-of-house teams are led by the Hospitality Operations Manager, with Venue Managers responsible for daily operations at Queenscliff and Sorrento venues, and Supervisors responsible for daily food and beverage operations aboard our vessels.

Position Purpose

The key function of our Food and Beverage Attendants is to provide exceptional customer service by taking orders, serving food and drinks, performing barista duties, bar tending, maintaining cleanliness, and processing payments, all while ensuring a positive customer experience and adherence to safety and hygiene standards.

The Food and Beverage attendant will work across all hospitality operations acting as the primary point of contact for customers, ensuring their needs are met from the moment they arrive until they depart.

Maintaining cleanliness in food service and preparation areas and assisting with basic food preparation tasks is an important aspect of the role.

In addition, the Food and Beverage Attendant play a crucial role in providing service for the Hospitality Team's diverse range of events and activations, including dinner services, in-house functions, and private events, ensuring all interactions are positive and memorable, and that our customers receive superior service on every occasion.



Role Expectations

Key results area and Weighting	Outcomes and Standards of Performance
Innovation & Industry Leadership 15%	Support the delivery of Searoad Ferries' strategy by: • always complying with current occupational health and safety legislation, policies, and procedures to maintain a safe workplace • always maintaining high standards of compliance with all food safety regulations, RSA, policies, and operational standards • always clearly communicating customer dietary requirements to the kitchen team in accordance with food safety guidelines • adhering to company policies and procedures relating to reliability, punctuality, efficiency, and smooth functioning of the venue, Hospitality Department, and the broader ferry service operations • consistently applying service standards • promptly reporting operational issues to ensure speedy remediation and continuous improvement, in accordance with procedures • always following incident reporting policies and procedures • participating in company-wide emergency drills and training exercises • following instructions from on-duty supervisor / Leadership Team, or Vessel Masters in active emergencies • cleaning and sanitising front of house surfaces, utensils, and equipment • maintaining confidentiality of company, customer, and employee information / records • adopting an information-seeking approach – staying informed of relevant policies, industry trends, and company procedures.
Maintain Excellent Culture/Be The Place To Work 15%	Contribute to a cohesive, motivated, and high-performing front of house team that delivers outstanding customer experiences and achieves organisational goals through: • consistently demonstrating company values • complying with current Occupational Health and Safety legislation and adhering to all company policies and procedures relating to the safety and wellbeing of self and customers • maintaining awareness of individual, team and department goals and company vision, managing change, and contributing to team unity • individual performance of an excellent standard with relevant skills and knowledge developed through active participation in training, performance and development programs • understanding and complying with role responsibilities, company policies, rosters, and expectations • building respectful, inclusive relationships with team members, customers, and the community, demonstrating cultural sensitivity and fostering a positive, supportive environment • utilising established channels to promptly resolve rostering issues and change requests, prioritising business continuity • actively participating in all relevant business activities such as emergency management training exercises, meetings, training, development opportunities, information sessions, toolbox/handover meetings with the front of house, kitchen, and events teams .

Effectively Contribute to Gaining More Satisfied Customers 50%	Provide outstanding customer service and exceptional experiences across the entire customer experience chain by: • delivering consistent, positive, and professional interactions at all touchpoints with customers • always understanding and exceeding customer expectations—actively recognising their needs, preferences, and opportunities to add value and enhance satisfaction • always handling customer complaints professionally—working to ensure issues are resolved promptly and turning negative experiences into positive outcomes • upholding presentation and service standards—ensuring venue /individual presentation, and service consistently reflect the company’s brand and policies • ensuring food safety and accommodating special dietary needs—liaising between customers and kitchen regarding dietary restrictions, allergens, and special requests • promptly serving food and beverage orders to customers • participating in ongoing training and development to reinforce best practices, enhance service delivery, and promote continuous improvement initiatives • consistently answer phone and reservation enquiries promptly, with a focus on maximising sales opportunities through product knowledge • staying informed of menu launches, being aware of contents of new dishes and allergens • always complying with company policy and procedures in relation to reliability, punctuality, operational requirements, efficiency, and quality • striving to uphold high standards of service to enhance customer satisfaction and positively impact online reviews on platforms such as Google and TripAdvisor.
Contribute to Increased Revenue & Profitability 10%	Adopt a high level of scrutiny and responsibility in maintaining cost controls to enhance financial performance and operational efficiency by: • ensuring financial compliance, always adhering to all financial systems, budgets, and reporting processes • working to achieve growth revenue and increases in average customer spend • always ensuring accurate use of Microkeeper in line with company policies • ensuring daily banking procedures are always accurately followed • working to efficiently resolve ICT issues promptly • always working to minimise waste • maximising retail product sales – ensuring stock levels and presentation are consistently maintained.
Reinvest in Product Development and Infrastructure 10%	Foster continuous improvement and support reinvestment in product and infrastructure by: • openly giving regular and considered feedback on processes, systems and performance to drive improvements • engaging in training and professional development to enhance skills and knowledge, ensuring alignment with the company’s strategic goals • actively participating in the development and implementation of initiatives.

Key Relationships

Internal	Front of House team Kitchen Team Events Team Facilities Team Customer Service Team Master and Crew when working aboard vessels
External	Customers Contractors Service Providers Visitors Suppliers

Required Credentials

Qualifications and Experience	Essential Current RSA / Refresher Certificates, or willingness to obtain if over 18 Current National Police Check if over 18, or willingness to obtain and provide within 21 days of employment Desirable Previous waiter/barista experience Barista experience First Aid Certificate Experience handling cash and using EFTPOS Basic knowledge of Microsoft 365 applications
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Knowledge and skills	Essential Time management Desirable Knowledge of front of house service Basic understanding of beer styles, wine regions, spirits Basic understanding of tourism and hospitality industries Familiarity with Searoad Ferries' products and services Local knowledge of the Bellarine/Mornington Peninsulas and their food scenes / tourist attractions
Qualities	Ability to develop positive relationships with colleagues and patrons Confidence to engage with members of the public Demonstrates teamwork Punctual, reliable, and adaptable to changing priorities Energetic and self-motivated Professional appearance Customer service oriented Attention to detail Takes pride in completing tasks to a high standard Resilient and adaptable in dealing with change and uncertainty Able to follow directions, guidelines, policies and procedures Composed when under pressure Common sense approach to problem-solving Commitment to working rotating shifts, including weekends, school holidays, public holidays and festive seasons Enthusiastic about learning new skills and developing additional competencies as required

Main Duties:

- Greet and seat customers
- Serve customers, provide menu information, address customer needs, assess dining experiences and solve any complaints (managing up as needed)
- Take orders and enter into point-of-sale system
- Communicate customer dietary requirements to kitchen
- Participate in daily handover meetings to stay informed of team updates and menu changes
- Bar service – offer advice for wine and beer pairing, make drink dockets, comply with RSA
- Make coffee to required standards
- Maintain clean environment / customer facilities
- Perform daily opening and closing procedures including cash counting and cash / EFTPOS reconciliations
- Answer incoming phone calls, respond, forward / enter reservations
- Sales, e.g. menu specials and retail add-ons
- Maintain food and beverage cabinets including stock rotation
- Store food and beverages to prevent spoilage
- Basic food prep (e.g. when working aboard vessels and within kiosks)
- Relay customer feedback relating to food quality, service, and presentation
- Assist with event operations set up

Other Duties:

- Monitor / report any perceived health and safety issues
- Other reasonable duties — within the individual's range of competency — as directed by Supervisor / Duty Manager / Venue Manager / Hospitality Operations Manager

It is not the intention of this position description to limit the scope of accountabilities of the position, but to highlight the most important aspects of the role. Responsibilities described may be altered in accordance with changing operational requirements.