



# Food & Beverage Attendant

*Create memorable guest experiences.*

| EMPLOYMENT TYPE     | REPORTS TO                            | AWARD / REMUNERATION                                                              |
|---------------------|---------------------------------------|-----------------------------------------------------------------------------------|
| Casual or part-time | Café Supervisor and Café Site Manager | Hospitality Industry (General) Award (HIGA) — Food & Beverage Attendant Grade 1-2 |

## 01 THE OPPORTUNITY

### Create memorable experiences at one of Australia's most iconic hospitality destinations

Every day brings something different at the Twelve Apostles Café. As a Food & Beverage Attendant, you'll play an important role in creating a welcoming experience for visitors from around the world. Whether you're serving guests in the café, assisting at the takeaway kiosk, scooping gelato or supporting tour groups and special events, you'll be part of a professional team committed to delivering exceptional hospitality.

**The venue.** Operated by Elizabeth Andrews Catering, the Twelve Apostles Café forms the hospitality sector within the new Twelve Apostles Visitor Experience Centre on Victoria's spectacular Great Ocean Road. Welcoming more than two million visitors each year, the hospitality sector includes a 160-seat indoor café and restaurant, a 68-seat outdoor dining terrace, a premium grab-and-go café, an artisan gelato bar, a takeaway kiosk, and catering for tour groups and special events.

## 02 ABOUT THE ROLE

As a Food & Beverage Attendant, you'll work across a variety of service areas, providing friendly, efficient and professional service while supporting the smooth day-to-day operation of the venue. This is a varied role offering the opportunity to develop your hospitality skills while working alongside an experienced team in one of Australia's busiest tourism destinations.

## 03 KEY RESPONSIBILITIES

- Welcome guests with a friendly, professional and engaging approach.
- Take customer orders and process payments accurately using POS systems.
- Serve food, beverages, gelato and retail items efficiently and professionally.
- Deliver food and beverages while maintaining excellent presentation standards.
- Clear, reset and maintain dining areas to ensure a welcoming environment.
- Restock service stations, counters and displays throughout each shift.
- Support opening and closing procedures as required.
- Follow food safety, allergen awareness and workplace health and safety procedures.
- Work collaboratively with the front-of-house team and kitchen brigade to deliver exceptional guest experiences.

#### 04 ABOUT YOU

- A genuine passion for hospitality and customer service.
- A friendly, positive and professional attitude.
- Confidence working in a busy, fast-paced environment.
- Strong communication and teamwork skills.
- The ability to remain calm and organised during busy service periods.
- Flexibility to work weekends, public holidays and peak tourism periods.
- Full Australian working rights or a valid visa with work rights.
- Previous hospitality, retail or customer service experience will be highly regarded but is not essential.

#### 05 DESIRABLE

The following experience will be highly regarded:

- Previous hospitality or customer service experience.
- Current Victorian RSA certification, or willingness to obtain.
- Coffee-making experience.
- Food Handler or Food Safety certification.
- Experience in counter-service or high-volume hospitality environments.
- The ability to communicate in additional languages, as we welcome visitors from around the world.

#### 06 WHAT SUCCESS LOOKS LIKE

*Within your first 90 days you will have:*

- Confidently worked across multiple front-of-house service areas.
- Demonstrated excellent customer service and professionalism during busy service periods.
- Become confident using POS systems and following venue service procedures.
- Built positive working relationships with your team and supported the smooth operation of each shift.
- Consistently contributed to a welcoming, efficient and memorable guest experience.



### How to apply

Apply online at [twelveapostlescafe.com.au](https://twelveapostlescafe.com.au) — choose **Food & Beverage Attendant** from the role list and attach your resume. Our team reviews every application and will be in touch to arrange a chat. Questions? Email [hr@elizabethandrews.com.au](mailto:hr@elizabethandrews.com.au).