

Airline catering coordinator

Airline catering coordinators manage information linking airline requests and catering operations. They track orders, changes and service records rather than necessarily preparing food or driving to aircraft. The reviewed role is a catering-company position, not a licensed flight-dispatch occupation, even if dispatch language appears in a catering workflow.

What the role does

- Coordinate catering orders and changes with responsible teams.
- Keep operational and customer-service records accurate.
- Raise discrepancies and support service reporting within assigned authority.

Where the work happens

Catering operations office, liaising with airline and production/delivery teams across a rostered operation.

Employer example

dnata catering & retail • Australia - Sydney, New South Wales • Catering Operations Coordinator

Vacancy status unconfirmed not an offer • Checked 2026-10-27 [E066-DNATA]

Category	What this employer states
Essential in this source	Relevant customer-service, airline, catering or logistics experience. Communication, organisation, problem-solving, multitasking, attention to detail and stakeholder coordination. Ability to work a 24/7 roster.
Desirable in this source	ERP or operational-systems experience.
Other stated conditions	Recruitment includes the stated health, reference, criminal-history and work-rights checks.

Specific September 2026 employer post; no closing date. The advert does not establish a universal chef qualification or flight-dispatch licence.

PREPARE AND VERIFY

Separate requirements from preparation

Australia: conditional food-handling responsibilities: Food handlers and supervisors need skills and knowledge appropriate to their activities under the Australian standard. A formal course is not universally required by this provision. Check whether the coordinator actually handles or supervises food, and whether additional local or business-specific rules apply. [O066-FSANZ]

Australia: additional covered-business provisions: For specified higher-risk food-handling activities in covered businesses, the standard requires relevant training or adequate skills and knowledge before the activity. Separate food-safety-supervisor provisions may apply; they must not be assumed to cover every coordinator. [O066-FSANZ-TRAIN]

Still to verify: One full specific employer example. Another YHU catering/dispatch page returned 404 and was excluded. Exact food-handler/supervisor applicability and local requirements remain unresolved.

Explore a realistic entry route

- Map the information responsibilities separately from food preparation, delivery driving and service supervision. Ask who approves order changes and who owns food-safety decisions. A coordinator may communicate a special-meal request without being qualified to advise on a passenger's medical or dietary needs.

- Compare the exact experience wording with your background. Relevant customer service or logistics may be considered in this example; that is not a promise that unrelated experience will be accepted. Confirm which systems and procedures are taught after selection before purchasing a specialist course.
- Build evidence of careful handovers, prioritisation and controlled updates in a legitimate job or study project. Explain how you distinguish a request from an approved change. Do not use real passenger details, sensitive dietary information or confidential catering orders in a portfolio.

Build evidence of your skills

- Create an invented non-food event-supply order log with version, change requester, confirmation status and action owner. Demonstrate how two conflicting updates are held for clarification rather than merged into an unsupported instruction.
- Write a concise fictional handover showing completed updates, unresolved questions and review times. Include a clear boundary between your recordkeeping role and another person's decision authority.

Prepare for an interview

Reflection prompts only, not questions claimed to be used by an employer.

- Preparation prompt: describe a time that several urgent changes arrived together. How did you confirm priorities and keep colleagues informed without silently changing requirements?
- Ask about induction, roster patterns, systems learning and the boundary between customer coordination and food-safety supervision. Clarify how new staff obtain task-specific training and where unresolved requests are escalated.

Investigate possible next roles

After relevant experience, investigate customer-account coordination, catering planning or operations supervision. Each direction may involve different food-safety, management or systems responsibilities and is not automatic.

Sources and scope

[\[E066-DNATA\] dnata catering & retail Catering Operations Coordinator](#)

Vacancy status unconfirmed not an offer. Australia - Sydney, New South Wales. Checked 2026-10-27.

[\[O066-FSANZ\] Food Standards Australia New Zealand Skills and knowledge for food handlers](#)

Food Standards Code Standard 3.2.2 skills and knowledge for food handling or its supervision. Applicability follows actual tasks. The Australian food-safety standard is not imposed on every office coordinator merely by title. Checked 2026-10-27.

[\[O066-FSANZ-TRAIN\] Food Standards Australia New Zealand Food handler training](#)

Additional Standard 3.2.2A provisions for covered food businesses and activities. A role title alone does not establish that this business/activity scope applies. Checked 2026-10-27.

Educational requirements guide, not operational instruction or an employment guarantee. Verify current requirements with the relevant authority and employer. Conditions belong to the named employer, post and jurisdiction. They are not worldwide eligibility rules; check the current advertisement and local authority before making training or application decisions. No allergen determination, special-diet advice, food-storage temperature, preparation method or aircraft-delivery procedure is provided. No job guarantee.