



TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p><b>1. Receive and store stock</b></p> <ul style="list-style-type: none"> <li>Receive deliveries</li> <li>Stack and store in designated location</li> <li>Rotate and maintain supplies</li> <li>Perform stock take</li> <li>Order stock as necessary</li> </ul> <p><b>2. Roster and staffing</b></p> <ul style="list-style-type: none"> <li>Analyse and assess staffing requirements</li> <li>Prepare and review rosters</li> <li>Monitor bar staff levels</li> <li>Train and mentor new staff</li> </ul> <p><b>3. Organise and prepare bar or beverage serve area</b></p> <ul style="list-style-type: none"> <li>Prepare bar or beverage service area for service</li> <li>Ensure equipment is in working order</li> <li>Prepare drink garnishes (e.g., lemon etc.)</li> </ul> <p><b>4. Serve customers</b></p> <ul style="list-style-type: none"> <li>Take orders</li> <li>Serve pre-packaged, bottled, canned and other alcoholic and non-alcoholic drinks</li> <li>Serve sundry items and light snacks</li> <li>Open bottles/cans for consumption</li> <li>Mix beverages</li> <li>Transact payment using cash register or EPTPOS facility</li> </ul> <p><b>5. Clean and maintain bar or beverage service area</b></p> <ul style="list-style-type: none"> <li>Wipe bar and tables</li> <li>Collect rubbish and transfer to rubbish bin</li> <li>Maintain clean premises, shelves, equipment and utensils</li> <li>Clean toilet area, replace paper towels, toilet paper, sweep and mop area</li> </ul> <p><b>6. Develop and update knowledge and follow company procedures</b></p> <ul style="list-style-type: none"> <li>Participate in internal training opportunities</li> <li>Update skills, knowledge, qualifications and licenses</li> <li>Adhere to health, safety and security procedures</li> <li>Adhere to food safety and hygiene standards</li> <li>Reconcile takings in accordance with procedures</li> <li>Follow all other procedures as outlined and/or requested</li> </ul>	<p><b>Material handling</b></p> <ul style="list-style-type: none"> <li><b>Lifting:</b> Frequent 3kg to 8kg; Occasional up to 20kg</li> <li><b>Push/pull:</b> Trolley on hard and/or carpeted surfaces</li> <li><b>Carrying:</b> Generally less than 10m</li> </ul> <p><b>Mobility</b></p> <ul style="list-style-type: none"> <li><b>Walking:</b> Short distances on even surfaces and on uneven surfaces</li> <li><b>Standing:</b> Dynamic standing</li> </ul> <p><b>Posture – Back</b></p> <ul style="list-style-type: none"> <li><b>Bending:</b> Bending or forward flexion of the trunk</li> </ul> <p><b>Posture – Upper limbs</b></p> <ul style="list-style-type: none"> <li><b>Reaching:</b> Below and above shoulder height under load</li> <li><b>Dynamic movement:</b> Dynamic movements of the upper limb under load</li> </ul> <p><b>Hand activity</b></p> <ul style="list-style-type: none"> <li><b>Grasp:</b> Gross grasp patterns</li> <li><b>Hand dexterity:</b> Hand dexterity and coordination to write and operate equipment</li> </ul> <p><b>Posture – Lower limbs</b></p> <ul style="list-style-type: none"> <li><b>Squatting/crouching/kneeling:</b> Occasional</li> </ul>	<ul style="list-style-type: none"> <li>Maintain personal presentation standards</li> <li>Intermediate reading comprehension skills</li> <li>Intermediate numerical skills</li> <li>Organisation and time management skills</li> <li>Ability to do multiple tasks concurrently</li> <li>Ability to communicate with peers and customers</li> <li>Ability to work in a team</li> <li>Capacity to resolve conflicts and negotiate with others</li> <li>Follow instructions and take direction</li> <li>Guiding, directing, and motivating peers and frontline staff</li> <li>Providing consultation and advice to others</li> <li>May be exposed to aggressive customers</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Bar/dining room/café</li> <li>May fly in aircraft</li> <li>Possible travel to remote locations</li> <li>Possible exposure to extreme heat</li> <li>Possible exposure to chemicals and irritants (for example; nickel, cleaning products, etc.)</li> <li>Working hours as per site roster requirements</li> </ul> <p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>Computers and ancillary equipment</li> <li>Telephone (landline and mobile)</li> <li>Cash register</li> <li>Bottle openers</li> <li>Refrigerators</li> <li>Glass washer</li> <li>Kegs and tops</li> <li>Trolleys</li> <li>Pallet jacks – electric/manual</li> <li>May operate vehicles (cars, vans, utes)</li> </ul>

PHYSICAL DEMANDS						
		NR	R	O	F	C
Material handling	Lifting Floor to waist (FW) Waist to shoulder WS) Above shoulder (AS)			✓ Up to 20kg (FW) – stock	✓ 3kg to 8kg (FW, WS, AS) – stock, rubbish	
	Push/Pull			✓ Laden trolley on hard or carpeted surfaces		
	Carrying			✓ Up to 20kg more than 10m	✓ 3kg to 8kg less than 10m	
Mobility	Walking		✓ Short distances (unsealed paths, gravelled surfaces)		✓ Short distances (tiled floors, carpet, concrete)	
	Running	X				
	Standing				✓ Usually on hard floors for varying periods (e.g. 1 hour)	
Back/ neck	Bending Forward Lateral/twisting		✓ Neck and trunk extension	✓ Sustained and repeated forward bending – generally up to 50 <sup>o</sup> lumbar flexion	✓ Lateral bending/twisting at trunk; Forward bending/ flexion at neck	
Upper limbs	Reaching Below shoulder/waist Forward Above shoulder Above head			✓ Repeated above shoulder height under load (e.g. hanging laundry items) – flexion/abduction at shoulders bilaterally	✓ Repeated below shoulder and forward reach under load (e.g. placing items into washing machine/dryer)	
	Dynamic movement Shoulders Arms/elbow/ wrists				✓ Generally under load – Flexion /extension at elbow; Wrist rotation/ flexion/ extension; Repeated flexion at shoulders	
Hand activity	Grasp Power Precision				✓ Precision and power grasp bilaterally/unilaterally for gripping – stock	
	Hand dexterity Keying/mousing Coordination			✓ Coordination and dexterity – bilaterally and unilaterally to operate equipment and write		
Lower limbs	Squatting/ crouching/ kneeling			✓ Crouching/squatting – access low levels		
Other	Driving Automatic Manual	X				
	Climbing		✓ Dependent upon site - stairs			

COGNITIVE/PSYCHOSOCIAL DEMANDS					
	NR	R	O	F	C
<b>Communication</b>				✓ Peers/customers; Advice/provide instruction to team	
<b>Decision-making</b>				✓	
<b>Problem solving</b>				✓	
<b>Time management</b>				✓ Achieve targets/ multiple tasks concurrently	
<b>Working in teams</b>				✓	
<b>Attention to detail</b>				✓ Service/team performance	
<b>Literacy/ Numeracy</b>				✓ Intermediate reading and numerical skills	
CONTEXTUAL DEMANDS					
	NR	R	O	F	C
<b>Indoors/outdoors</b>				✓ Predominantly indoors	
<b>Dust</b>		✓			
<b>Excessive temperatures</b>		✓			
<b>Vibration</b>		✓			
<b>Chemical exposure</b>			✓ Cleaning		

KEY					
FREQUENCY DEFINITIONS	NON-MATERIAL HANDLING				MATERIAL HANDLING
	% of 8hr working day	Repetitions per day	Repetitions per minute	Repetitions per hour	Repetitions per day
Rarely = R	1-5%	1-2	1 less than 5	>hourly	1-2
Occasional = O	6-33%	0-100	1 every 5-15	0 to 12	3-32
Frequent = F	34-66%	101-800	1 every 1-5	12 to 63	33-200
Constant = C	67-100%	>800	1 or more	> 63	>200
Not required = NR	-	-	-	-	-

TASK 1



Receiving and storing stock

TASK 1



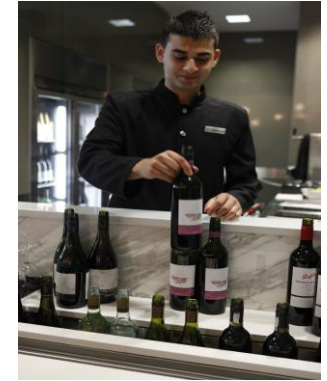
Maintaining stock supplies

TASK 2



Rostering staff

TASK 3



Preparing bar area

TASK 4



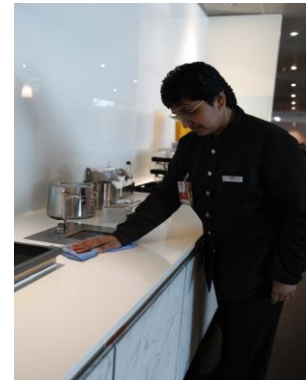
Serving customers

TASK 4



Serving customers

TASK 5



Wiping bar and tables

TASK 6



Develop and update knowledge and follow company procedures