



TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p><b>1. Arranging and setting tables</b></p> <ul style="list-style-type: none"> <li>Arrange or adjust table floor plans</li> <li>Set up menus, cutlery, glassware and crockery</li> </ul> <p><b>2. Greet and seat customers</b></p> <ul style="list-style-type: none"> <li>Greet customers</li> <li>Direct customers to table</li> <li>Assist customers in being seated</li> </ul> <p><b>3. Taking orders</b></p> <ul style="list-style-type: none"> <li>Explain menu details and daily specials</li> <li>Take orders from customers</li> <li>Deliver orders to the kitchen and liaise with Chef on details</li> </ul> <p><b>4. Serve food and beverages</b></p> <ul style="list-style-type: none"> <li>Carry plates of food from kitchen to tables</li> <li>Carry beverages from bar or drink station to tables</li> <li>Where required, cork bottle and pour beverage at table</li> <li>Where required, use espresso machine to make tea/coffee</li> </ul> <p><b>5. Clear and clean tables</b></p> <ul style="list-style-type: none"> <li>Clear dirty cutlery, glassware and crockery from table</li> <li>Wipe down tables</li> <li>Reset cutlery, glassware and crockery</li> </ul> <p><b>6. Calculate bills and collect money</b></p> <ul style="list-style-type: none"> <li>Use menu to calculate prices and issue bill</li> <li>Collect money, credit/bank card from customer and use cash register to process bill</li> </ul> <p><b>7. 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>Follow catering control procedures</li> <li>Comply with marketing initiatives, tools and standards</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> Frequent 3kg to 8kg; Occasional up to 20kg</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>May be exposed to aggressive customers</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Restaurant, cafes, corporate events</li> <li>Occasional wet hands</li> <li>Possible exposure to chemicals and irritants (for example; nickel, cleaning products, etc.)</li> <li>Roster as per site requirements</li> </ul> <p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>Order pad and pen</li> <li>Trolley</li> <li>Personal protective equipment</li> <li>Coffee machine</li> <li>Cash register</li> </ul>

PHYSICAL DEMANDS					
	NR	R	O	F	C
Material handling	<b>Lifting</b> Floor to waist (FW) Waist to shoulder WS Above shoulder (AS)		✓ Up to 20kg (FW) – stock	✓ 3kg to 8kg (FW, WS, AS) – stock, serving food	
	<b>Push/Pull</b>		✓ Laden trolley on hard or carpeted surfaces		
	<b>Carrying</b>		✓ Up to 20kg less than 10m– Boxes food items, bags rubbish, linen	✓ 3kg to 8kg – Food/cleaning items	
Mobility	<b>Walking</b>		✓ Short distances (unsealed paths, gravelled surfaces)	✓ Short distances (tiled floors, carpet, concrete)	
	<b>Running</b>	X			
	<b>Standing</b>			✓ Usually on hard floors for varying periods (e.g. 1 hour)	
	<b>Sitting</b>		✓	✓	
Back/ neck	<b>Bending</b> Forward Lateral/twisting	✓ Neck and trunk extension	✓ Sustained and repeated forward bending – generally up to 50° lumbar flexion	✓ Lateral bending/twisting at trunk; Forward bending/ flexion at neck	
Upper limbs	<b>Reaching</b> Below shoulder/waist Forward Above shoulder Above head		✓ Repeated above shoulder height under load (e.g. shelving) – flexion/abduction at shoulders bilaterally	✓ Repeated below shoulder and forward reach under load (e.g. serving food)	
	<b>Dynamic movement</b> Shoulders Arms/elbow/ wrists			✓ Generally under load – Flexion /extension at elbow; Wrist rotation/ flexion/ extension; Repeated flexion at shoulders	
Hand activity	<b>Grasp</b> Power Precision			✓ Precision and power grasp bilaterally/unilaterally for gripping equipment, knives	
	<b>Hand dexterity</b> Keying/mousing Coordination		✓ Coordination – bilaterally and unilaterally to operate equipment		
Lower limbs	<b>Squatting/ crouching/ kneeling</b>		✓ Crouching/squatting – access low levels		
Other	<b>Driving</b> Automatic Manual		✓ Bus, utility vehicle, delivery van as required – generally manual arm/leg controls, climbing in/out vehicle		
	<b>Climbing</b>	✓ Dependent upon site – may use step ladders, occasional stairs			

COGNITIVE/PSYCHOSOCIAL DEMANDS					
	NR	R	O	F	C
<b>Communication</b>				✓ Peers/customers – resolve conflicts/ negotiate	
<b>Decision-making</b>			✓		
<b>Problem solving</b>			✓		
<b>Time management</b>				✓ Multiple tasks concurrently	
<b>Working in teams</b>				✓	
<b>Attention to detail</b>				✓ High quality service	
<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>			✓		

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



Storing stock and rotating supplies

TASK 3



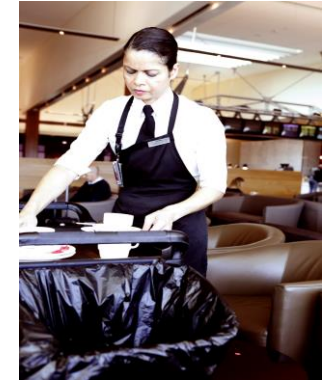
Selecting food – Retrieving from food store

TASK 4



Preparing food – Preparing ingredients

TASK 5



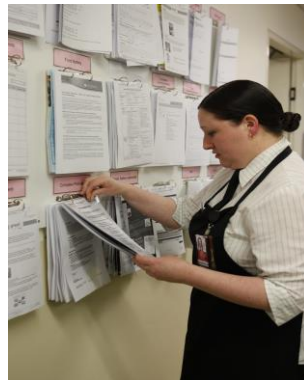
Presenting food – Carrying trays and present food for service

TASK 6



Serve and sell food – Portion and plate food

TASK 7



Clean and maintain premises – Clean premises