



TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<b>1. Receive and store supplies</b> <ul style="list-style-type: none"> <li>Take delivery of supplies and store and rotate supplies</li> <li>Maintain supply levels and the supply storage facilities</li> </ul> <b>2. Select food items</b> <ul style="list-style-type: none"> <li>Refer to daily menu plan and recipes</li> <li>Locate food in refrigerator, freezer or dry goods store</li> <li>Move food to preparation benches</li> </ul> <b>3. Prepare and present food</b> <ul style="list-style-type: none"> <li>Portion and plate food for service</li> <li>Assist with vegetable and salad preparation</li> <li>Present food for service</li> </ul> <b>4. Arranging and setting tables</b> <ul style="list-style-type: none"> <li>Arrange or adjust table floor plans</li> <li>Lift and carry tables/chairs as required for functions</li> <li>Set up menus, cutlery, glassware and crockery</li> <li>Provide silver service as applicable</li> </ul> <b>5. Greet and seat customers/take orders</b> <ul style="list-style-type: none"> <li>Greet and direct customers to their table and assist being seated</li> <li>Explain menu details and daily specials, take orders from customers</li> <li>Deliver orders to the kitchen and liaise with Chef on details</li> </ul> <b>6. Serve food and beverages</b> <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>Supply, dispense or mix both alcoholic and non-alcoholic beverages</li> <li>Where required, cork bottle and pour beverage at table</li> <li>Use espresso machine to make tea/coffee</li> <li>Assist customers to drink within appropriate limits</li> </ul> <b>7. Clear and clean tables</b> <ul style="list-style-type: none"> <li>Clear dirty cutlery, glassware and crockery from table</li> <li>Wipe down tables, reset cutlery, glassware and crockery</li> </ul> <b>8. Receive monies and operative a cash register</b> <ul style="list-style-type: none"> <li>Use menu to calculate prices and issue bill</li> <li>Collect payment (cash/EFTPOS) and use cash register to process bill</li> </ul> <b>9. Develop/update knowledge and follow company procedures</b> <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>Observe catering, cash handling and point-of-sale procedures</li> <li>Comply with marketing initiatives, tools and standards</li> </ul>	<b>Material handling</b> <ul style="list-style-type: none"> <li><b>Lifting:</b> Frequent 3kg to 8kg; Occasional up to 20kg; &gt; 20kg assistance from co-workers or mechanical aid</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> <b>Mobility</b> <ul style="list-style-type: none"> <li><b>Walking:</b> Short distances on even surfaces</li> <li><b>Standing:</b> Dynamic standing</li> </ul> <b>Posture – Back</b> <ul style="list-style-type: none"> <li><b>Bending:</b> Bending or forward flexion of the trunk</li> </ul> <b>Posture – Upper limbs</b> <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> <b>Hand activity</b> <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> <b>Posture – Lower limbs</b> <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>Basic reading comprehension skills</li> <li>Basic numerical skills</li> <li>Organisation and time management skills</li> <li>Ability to do multiple tasks concurrently</li> <li>Effectively 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>	<b>Environment</b> <ul style="list-style-type: none"> <li>Restaurant, bar, defence barracks, cafes, kitchen, corporate events</li> <li>Occasional/frequent wet hands</li> <li>Possible exposure to chemicals and irritants (for example cleaning products)</li> <li>Maneuvering furniture for functions</li> <li>Roster as per site requirements</li> </ul> <b>Equipment</b> <ul style="list-style-type: none"> <li>Trolley</li> <li>Personal protective equipment</li> <li>Espresso machine</li> <li>Cash register</li> <li>Bottle openers</li> <li>Refrigerators</li> <li>Use knives, graters, slicing machine, mixing bowls, etc. to prepare dry and wet food ingredients according to recipes</li> <li>Use the following cooking appliances or similar: <ul style="list-style-type: none"> <li>Fryer</li> <li>Oven</li> <li>Combi oven</li> <li>Cook top</li> <li>Microwave</li> <li>Salamander</li> </ul> </li> </ul>

PHYSICAL DEMANDS					
		R	O	F	C
Material handling	<b>Lifting</b> Floor to waist (FW) Waist to shoulder WS Above shoulder (AS)		✓ Up to 20kg (FW) – boxes food items, tables/chairs	✓ 3kg to 8kg (FW, WS, AS) – stock, serving food (e.g. plates, platters)	
	<b>Push/Pull</b>		✓ Laden trolley on hard or carpeted surfaces		
	<b>Carrying</b>		✓ Up to 20kg less than 10m – boxes food items, tables/chairs	✓ 3kg to 8kg – serving food (e.g. plates, platters)	
Mobility	<b>Walking</b>			✓ Short distances (tiled floors, carpet, concrete)	
	<b>Running</b>				
	<b>Standing</b>			✓ Usually on hard floors for varying periods (e.g. 1 hour) – serving drinks, taking orders	
	<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 – serving food/drinks	
	<b>Dynamic movement</b> Shoulders Arms/elbow/ wrists			✓ Generally under load – flexion /extension at elbow; wrist rotation/ flexion/ extension; repeated flexion at shoulders (e.g. carrying plates)	
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 (e.g. operating Espresso machine)		
Lower limbs	<b>Squatting/ crouching/ kneeling</b>		✓ Crouching/squatting – Access low levels		
Other	<b>Driving</b> Automatic Manual				
	<b>Climbing</b>	✓ Dependent upon site – may use step ladders, occasional stairs			

COGNITIVE/PSYCHOSOCIAL DEMANDS				
	R	O	F	C
<b>Communication</b>			✓ Peers/customers – Clear and concise	
<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>		✓ Basic reading and numerical skills		
CONTEXTUAL DEMANDS				
	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

# Food and Beverage Attendant

## PHOTOGRAPHS

TASK 4



Arranging and setting tables

TASK 6



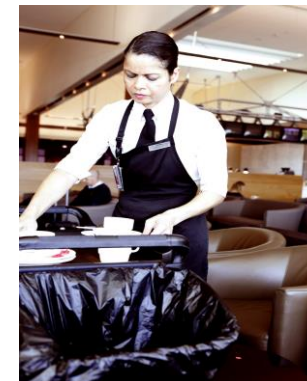
Serve food and beverages

TASK 6



Serve food and beverages – using espresso machine

TASK 7



Clear and clean tables

TASK 8



Receive monies and operate cash register

TASK 9



Develop/update knowledge and follow company procedures