



TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p>1. Receive and store stock</p> <ul style="list-style-type: none"> Receive deliveries Stack and store in designated location Rotate and maintain supplies Perform stock take and order stock as necessary <p>2. Service area and customer service</p> <ul style="list-style-type: none"> Prepare service area for customers Ensure equipment is in working order Refill and change condiments as needed Ensure adequate supply of utensils and napkins Take orders Serve meals and/or drinks <p>3. Cash handling</p> <ul style="list-style-type: none"> Operation of registers and EPTPOS machines Reconciliation of takings <p>4. Clean and maintain allocated areas</p> <ul style="list-style-type: none"> Determine most appropriate and safe method for cleaning Erect signage and implement other controls as required Select appropriate cleaning equipment for the task Wipe down surfaces; scrub tiled or hard surfaces; conduct spot cleans; dust ceilings and overhead surfaces; clean lavatories Clean with mop, dust mop, brush, broom, vacuum, rake, etc. Polish surfaces (if required) Empty rubbish bins and dispose of waste Perform quality assurance checks <p>5. Prepare rooms for guests</p> <ul style="list-style-type: none"> Using cleaning equipment and trolleys, access room for servicing Make beds Clean and clear rooms (see Clean and maintain allocated areas) Clean and store trolleys and equipment <p>6. Perform varied duties (as required)</p> <ul style="list-style-type: none"> Assistance with facilities maintenance and other aspects of operations <p>7. Develop/update knowledge and follow company procedures</p> <ul style="list-style-type: none"> Participate in internal training opportunities Update skills, knowledge, qualifications and licenses Adhere to health, safety and security procedures Adhere to food safety and hygiene standards Follow catering control procedures Comply with marketing initiatives, tools and standards 	<p>Material handling</p> <ul style="list-style-type: none"> Lifting: Frequent 3kg to 8kg; occasional up to 20kg Push/pull: Trolley on even surfaces (e.g. carpeted, cement paths) Carrying: Frequent 3kg to 8kg; occasional up to 20kg <p>Mobility</p> <ul style="list-style-type: none"> Walking: Short distances on even surfaces and on uneven surfaces Standing: Dynamic standing <p>Posture – Back</p> <ul style="list-style-type: none"> Bending: Bending or forward flexion of the trunk <p>Posture – Upper limbs</p> <ul style="list-style-type: none"> Reaching: Below and above shoulder height under load Dynamic movement: Dynamic movements of the upper limb under load <p>Hand activity</p> <ul style="list-style-type: none"> Grasp: Gross grasp patterns Hand dexterity: Hand dexterity and coordination to control a knife and operate equipment <p>Posture – Lower limbs</p> <ul style="list-style-type: none"> Squatting/crouching/kneeling: Occasional <p>Other demands</p> <ul style="list-style-type: none"> Driving: Driving skills required 	<ul style="list-style-type: none"> Maintain personal presentation standards Attention to detail Basic reading comprehension skills Basic numerical skills Organisation and time management skills Ability to do multiple tasks concurrently Ability to communicate with peers and customers Ability to work in a team Capacity to resolve conflicts and negotiate with others Follow instructions and take direction May be exposed to aggressive customers 	<p>Environment</p> <ul style="list-style-type: none"> Variety of commercial contexts Occasional wet hands Possible travel to remote locations (including offshore facilities) Possible exposure to extreme heat Possible exposure to chemicals and irritants (for example cleaning products) Roster as per site requirements <p>Equipment</p> <ul style="list-style-type: none"> Personal protective equipment as per the ESS Uniform Matrix Pager Mobile telephone Protective Clothing <ul style="list-style-type: none"> Long-sleeved shirt Heavy duty drill trousers Cap/headwear Steel-capped boots Gloves Mop and bucket Dust mop Brushes and brooms Rakes Vacuums (backpack, pull along, industrial) Floor polishers

PHYSICAL DEMANDS					
		R	O	F	C
Material handling	Lifting Floor to waist (FW) Waist to shoulder (WS) Above shoulder (AS)		✓ Up to 20kg (FW) – boxes food items, bags rubbish, linen	✓ 3kg to 8kg (FW, WS, AS) – food/cleaning items	
	Push/Pull		✓ Laden trolley up to 20m		
	Carrying		✓ Up to 20kg – boxes food items, bags rubbish, linen	✓ 3kg to 8kg – food/cleaning	
Mobility	Walking	✓ Short distances (unsealed paths, gravelled surfaces)		✓ Short distances (tiled floors, carpet, concrete)	
	Running				
	Standing			✓ Usually on hard floors for varying periods (e.g. 1 hour)	
	Sitting	✓ Intermittently			
Back/neck	Bending 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	Reaching Below shoulder/waist Forward Above shoulder Above head		✓ Repeated above shoulder height under load (e.g. accessing stock) – flexion/abduction at shoulders bilaterally	✓ Repeated below shoulder and forward reach under load (e.g. serving food)	
	Dynamic movement Shoulders Arms/elbow/ wrists			✓ Flexion/extension at elbow; Wrist rotation/ flexion/ extension; Repeated flexion at shoulders	
Hand activity	Grasp Power Precision		✓ Precision gripping for writing/food preparation/ serving	✓ Power grasp bilaterally/unilaterally for gripping equipment and items	
	Hand dexterity Keying/mousing Coordination		✓ Coordination and manual dexterity – bilaterally and unilaterally (e.g. knife use)		
Lower limbs	Squatting/ crouching/ kneeling		✓ Crouching/squatting – access low levels (e.g. cleaning showers)		
Other	Driving Automatic Manual		✓ Utility vehicle if required – generally manual vehicles, arm/leg controls, climbing in/out vehicle		
	Climbing	✓ Dependent upon site – may use step ladders, stairs (e.g. 3 steps to staircase)			

COGNITIVE/PSYCHOSOCIAL DEMANDS				
	R	O	F	C
Communication			✓ Peers/customers – negotiate	
Decision-making		✓		
Problem solving		✓		
Time management			✓ Achieve deadlines	
Working in teams			✓	
Attention to detail			✓ High quality service	
Literacy/ Numeracy		✓ Basic level		
CONTEXTUAL DEMANDS				
	R	O	F	C
Indoors/outdoors			✓ Indoors and outdoors	
Dust		✓		
Excessive temperatures		✓		
Vibration	✓			
Chemical exposure		✓ Cleaning tasks		

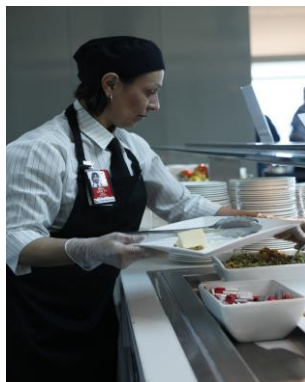
KEY					
FREQUENCY DEFINITIONS	NON-MATERIAL HANDLING				MATERIAL HANDLING
	% of 8hr working day	Repetitions per day	Repetitions per minute	Repetitions per hour	Repetitions per day
Rarely = R	1–5%	1–2	1 less than 5	>hourly	1–2
Occasional = O	6–33%	0–100	1 every 5–15	0 to 12	3–32
Frequent = F	34–66%	101–800	1 every 1–5	12 to 63	33–200
Constant = C	67–100%	>800	1 or more	> 63	>200

TASK 1



Receive and store stock

TASK 2



Service area and customer service

TASK 3



Cash handling

TASK 4



Clean and maintain allocated areas

TASK 5



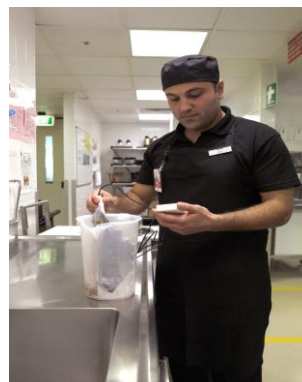
Prepare room for guests

TASK 6



Perform varied duties

TASK 7



Develop/update knowledge and follow company procedures