



TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p>1. Receive and store supplies</p> <ul style="list-style-type: none"> Take delivery of supplies Store and rotate supplies Maintain supply levels and the supply storage facilities <p>2. Select food items</p> <ul style="list-style-type: none"> Refer to daily menu plan and recipes Locate food in refrigerator, freezer or dry goods store Move food to preparation benches <p>3. Prepare and present food</p> <ul style="list-style-type: none"> Locate and prepare food preparation equipment Prepare ingredients and food for service Minimise waste Carry trays or platters of prepared food to the server Use trolley to devlier food to locations (e.g. wards) Present food for service <p>4. Serve and sell food</p> <ul style="list-style-type: none"> Make cups of tea or coffee with an espresso coffee machine Serve drinks and snack foods Portion and plate food Use cash register to exchange money for sales Complete end of service requirements <p>5. Clean and maintain premises</p> <ul style="list-style-type: none"> Transfer utensils, dishes to the pot wash area Rinse items and load into dishwasher Unload, air, and store equipment and utensils etc. Clean food preparation benches Clean and store equipment Clean premises Remove waste and dirty linen Paperwork completion (e.g. temp moinitoring, cleaning rosters) <p>6. 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/food handling procedures Comply with marketing initiatives, tools and standards Familiar with dietary restrictions and special, modified diets in the healthcare environment (Medirest) 	<p>Material handling</p> <ul style="list-style-type: none"> Lifting: Frequent 3kg to 8kg; Occasional up to 20kg Push/pull: Trolley on hard and/or carpeted surfaces Carrying: Over 10m as required <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 	<ul style="list-style-type: none"> Maintain personal presentation standards 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 May be exposed to customers of all ages May be exposed to the passing of residents/patients and their mortal remains (e.g. aged care facilities / hospital) 	<p>Environment</p> <ul style="list-style-type: none"> Remote – <ul style="list-style-type: none"> Possible travel to remote locations Offshore facilities Possible exposure to extreme heat Urban – <ul style="list-style-type: none"> Variety of commercial contexts (e.g. hospitals, aged care facilities, teaching institutions) Occasional/frequent wet hands Possible exposure to extreme heat or ambient heat in the kitchen Possible exposure to chemicals and irritants (for example cleaning products, etc.) Roster as per site requirements <p>Equipment</p> <ul style="list-style-type: none"> Trolley Personal protective equipment (incl. latex gloves) Use knives, graters, slicing machine, mixing bowls, to prepare dry and wet food ingredients according to recipes Use the following cooking appliances or similar: <ul style="list-style-type: none"> Fryer Oven Combi oven Cook top Microwave Salamander Espresso coffee machine Cash register Dishwasher

PHYSICAL DEAMANDS					
		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, serving food	
	Push/Pull		✓ Laden trolley on hard or carpeted surfaces		
	Carrying		✓ Up to 20kg less than 10m – boxes food items, bags rubbish, linen	✓ 3kg to 8kg – food/cleaning items	
Mobility	Walking	✓ Short distances (unsealed paths, gravelled surfaces)		✓ Throughout mess/dining area (tiled floors, carpet, concrete)	
	Standing			✓ Usually on hard floors for varying periods (e.g. 1 hour)	
	Sitting	✓			
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. shelving) – flexion/abduction at shoulders bilaterally	✓ Repeated below shoulder and forward reach under load (e.g. serving food)	
	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 equipment, knives	
	Hand dexterity Keying/mousing Coordination		✓ Coordination – bilaterally and unilaterally to operate equipment		
Lower limbs	Squatting/ crouching/ kneeling		✓ Crouching/squatting – access low levels		
Other	Driving Automatic Manual		✓ Utility vehicle/delivery van if required – can be manual arm/leg controls		
	Climbing	✓ Dependent upon site – stairs/steps, in/out vehicle			

COGNITIVE/PSYCHOSOCIAL DEMANDS				
	R	O	F	C
Communication			✓ Peers/customers – resolve conflicts/ negotiate	
Decision-making		✓		
Problem solving		✓		
Time management			✓ Multiple tasks concurrently	
Working in teams			✓	
Attention to detail			✓ High quality service	
Literacy/ Numeracy		✓ Basic reading and numerical skills		
CONTEXTUAL DEMANDS				
	R	O	F	C
Indoors/outdoors			✓ Predominantly indoors	
Dust	✓			
Excessive temperatures	✓			
Vibration	✓			
Chemical exposure		✓		
Other		✓ Wet hands		

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



Retrieve and store supplies

TASK 2



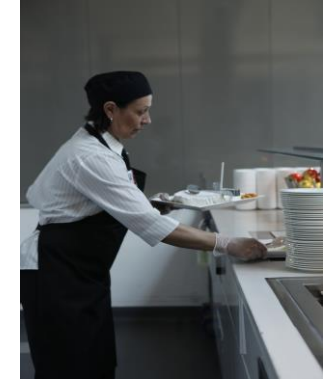
Selecting food items

TASK 3



Prepare and present food – Preparing ingredients

TASK 3



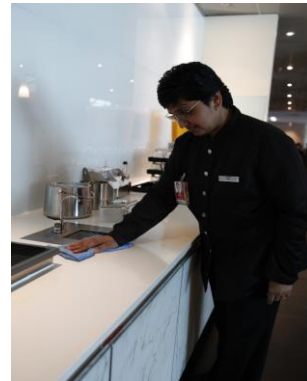
Prepare and present food

TASK 4



Serve and sell food – Portion and plate food

TASK 5



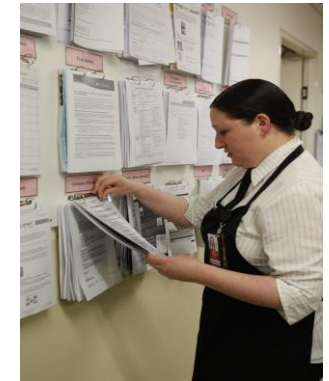
Clean and maintain premises – Clean premises

TASK 5



Clean and maintain premises – Rinse items and load into dishwasher

TASK 6



Develop/update knowledge and follow company procedures