

TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p>1. Manage, organize and roster staff</p> <ul style="list-style-type: none"> Develop and implement staff rosters and maintain staff records Ensure efficient work practices are maintained Motivate and reward staff and provide leadership and advice <p>2. Ensure customer satisfaction</p> <ul style="list-style-type: none"> Provide a warm, professional, friendly and welcoming service Provide excellence in service and anticipate customer needs Respond to customer requests in a timely and friendly manner <p>3. Receive and store supplies</p> <ul style="list-style-type: none"> Take delivery, store and rotate supplies Maintain supply levels and the supply storage facilities <p>4. 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>5. Prepare, assemble and cook food</p> <ul style="list-style-type: none"> Locate and prepare food preparation equipment Prepare ingredients as per recipe Assemble and cook menu items Minimise waste <p>6. Present and serve food</p> <ul style="list-style-type: none"> Prepare for food service Carry trays or platters of prepared food to the servery Present food, portion and plate food Complete end of service requirements <p>7. Monitor sale of hot foods/a la carte orders</p> <ul style="list-style-type: none"> Cook additional food and replenish servery as required Oversee the sequencing of cooking to ensure each menu item is ready at the required time <p>8. Clean and maintain premises</p> <ul style="list-style-type: none"> Transfer utensils etc. to the pot wash area Clean food preparation benches, premises and equipment Remove waste and dirty linen <p>9. Coach others in job skills</p> <ul style="list-style-type: none"> Prepare for, deliver coaching, provide direction to colleagues and follow up <p>10. Develop and 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 hard and/or carpeted surfaces Carrying: Generally less than 10m <p>Mobility</p> <ul style="list-style-type: none"> Walking: Short distances on even surfaces and on uneven surfaces Standing: Dynamic standing Sitting: Less than 1 hour <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 Upper limbs: 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, operate equipment and workstation use - keying/mousing <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 Reading comprehension skills Strong organisation and time management skills Ability to do multiple tasks concurrently Problem solving and decision making skills Ability to communicate with peers and customers Ability to work in a team Coordinate the work of others Coach and develop others Resolve conflicts and negotiate with others Follow instructions and take direction 	<p>Environment</p> <ul style="list-style-type: none"> Commercial kitchens Ergonomic chairs/workstations Occasional/frequent wet hands Possible travel to remote locations (including offshore facilities) Possible exposure to extreme heat Possible exposure to chemicals and irritants (for example; nickel, cleaning products, etc.) <p>Equipment</p> <ul style="list-style-type: none"> Computer Telephone Cash register EFTPOS machine Coffee machine Trolley Personal protective equipment (Incl. latex gloves) Use knives, graters, slicing machine, mixing bowls, etc. 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 Dishwasher