

TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p><b>1. Receive and store stock</b></p> <ul style="list-style-type: none"> <li>Receive deliveries</li> <li>Stack and store in designated location</li> <li>Rotate and maintain supplies</li> <li>Perform stock take and order stock as necessary</li> </ul> <p><b>2. Service area and customer service</b></p> <ul style="list-style-type: none"> <li>Prepare service area for customers</li> <li>Ensure equipment is in working order</li> <li>Refill and change condiments as needed</li> <li>Ensure adequate supply of utensils and napkins</li> <li>Take orders</li> <li>Serve meals and/or drinks</li> </ul> <p><b>3. Cash handling</b></p> <ul style="list-style-type: none"> <li>Operation of registers and EPTPOS machines</li> <li>Reconciliation of takings</li> </ul> <p><b>4. Clean and maintain allocated areas</b></p> <ul style="list-style-type: none"> <li>Determine most appropriate and safe method for cleaning</li> <li>Erect signage and implement other controls as required</li> <li>Select appropriate cleaning equipment for the task</li> <li>Wipe down surfaces; scrub tiled or hard surfaces; conduct spot cleans; dust ceilings and overhead surfaces; clean lavatories</li> <li>Clean with mop, dust mop, brush, broom, vacuum, rake, etc.</li> <li>Polish surfaces (if required)</li> <li>Empty rubbish bins and dispose of waste</li> <li>Perform quality assurance checks</li> </ul> <p><b>5. Prepare rooms for guests</b></p> <ul style="list-style-type: none"> <li>Using cleaning equipment and trolleys, access room for servicing</li> <li>Make beds</li> <li>Clean and clear rooms (see Clean and maintain allocated areas)</li> <li>Clean and store trolleys and equipment</li> </ul> <p><b>6. Perform varied duties (as required)</b></p> <ul style="list-style-type: none"> <li>Assistance with facilities maintenance and other aspects of operations</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 control a knife 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> <p><b>Other demands</b></p> <ul style="list-style-type: none"> <li><b>Driving:</b> Driving skills required</li> </ul>	<ul style="list-style-type: none"> <li>Maintain personal presentation standards</li> <li>Attention to detail</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>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> <li>May be exposed to customers of all ages</li> <li>Medirect - may be exposed to the passing of residents and their mortal remains</li> </ul>	<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Variety of commercial contexts</li> <li>Occasional wet hands</li> <li>Possible travel to remote locations (including offshore facilities)</li> <li>Possible exposure to extreme heat</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>Personal protective equipment as per the ESS Uniform Matrix</li> <li>Pager</li> <li>Mobile telephone</li> <li>Protective Clothing <ul style="list-style-type: none"> <li>Long-sleeved shirt</li> <li>Heavy duty drill trousers</li> <li>Cap/headwear</li> <li>Steel-capped boots</li> <li>Gloves</li> </ul> </li> <li>Mop and bucket</li> <li>Dust mop</li> <li>Brushes and brooms</li> <li>Rakes</li> <li>Vacuums (backpack, pull along, industrial)</li> <li>Floor polishers</li> </ul>