

	TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
	<ol style="list-style-type: none"> Arranging and setting tables <ul style="list-style-type: none"> Arrange or adjust table floor plans Set up menus, cutlery, glassware and crockery Greet and seat customers <ul style="list-style-type: none"> Greet customers Direct customers to table Assist customers in being seated Taking orders <ul style="list-style-type: none"> Explain menu details and daily specials Take orders from customers Deliver orders to the kitchen and liaise with Chef on details Serve food and beverages <ul style="list-style-type: none"> Carry plates of food from kitchen to tables Carry beverages from bar or drink station to tables Where required, cork bottle and pour beverage at table Where required, use espresso machine to make tea/coffee Clear and clean tables <ul style="list-style-type: none"> Clear dirty cutlery, glassware and crockery from table Wipe down tables Reset cutlery, glassware and crockery Calculate bills and collect money <ul style="list-style-type: none"> Use menu to calculate prices and issue bill Collect money, credit/bank card from customer and use cash register to process bill Develop and update knowledge and follow company procedures <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: 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 write 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 Intermediate reading comprehension skills Intermediate 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"> Restaurant, cafes, corporate events Occasional wet hands Possible exposure to chemicals and irritants (for example; nickel, cleaning products, etc.) Roster as per site requirements <p>Equipment</p> <ul style="list-style-type: none"> Order pad and pen Trolley Personal protective equipment Coffee machine Cash register