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SER 409  
Job Site Analysis  
June 5<sup>th</sup>, 2021

| <b>Job Site Analysis Survey</b>  |                       |
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| <b>Worksite:</b> Dom's Kitchen and Market  | <b>Date:</b> 06/02/21 |
| <b>General job type or position:</b> Busser and occasional shelf stocker   |                       |
| <b>Job tasks involved in the position:</b> Greeting and acknowledging customers, cleaning up tables after customers have left, ensuring eating area is neat and tidy, bagging groceries effectively  |                       |
| <b>Three most time-consuming job tasks:</b> cleaning and sanitizing tables in eating area, bagging groceries, sweeping floors & taking out trash   |                       |
| <b>Worksite location and access to public transportation:</b> Dom's Market, 2730 N Halsted St, Chicago, IL 60614<br>Access via the Number 8 Halsted Bus (Diversey Stop)<br>(Dom's Kitchen and Market is a grocery store with a bakery and small eating area)   |                       |
| <b>Task Characteristics</b>  |                       |
| <b>Job task requirements:</b> <ol style="list-style-type: none"><li>1. Collect any garbage left on tables and discard</li><li>2. Sanitize tables (and chairs, if necessary) with wipes</li><li>3. Push in chairs so table is ready for next guests</li><li>4. Sweep floors when necessary and at end of shift</li><li>5. Take out garbage at end of shift or when necessary</li><li>6. Bagging groceries so that all groceries travel without being damaged</li><li>7. Wear uniform and keep neat throughout the day</li></ol> |                       |
| <b>General mobility requirements:</b> <ol style="list-style-type: none"><li>1. Be able to successfully sweep and discard debris on floor</li><li>2. Be able to remove a full garbage bin and discard in dumpster</li><li>3. Be able to lift even heavy groceries and place full bag in cart</li><li>4. Be able to stand for 90% of the work day</li></ol>  |                       |
| <b>Physical demands – gross motor:</b> <ol style="list-style-type: none"><li>1. Bending (to pick up trash on floor if necessary)</li><li>2. Squatting (to restock items on low shelves)</li><li>3. Sweeping</li><li>4. Wiping tables clean</li><li>5. Walking/standing for 90% of day</li><li>6. Lifting heavy garbage bags and placing in dumpster</li></ol>  |                       |
| <b>Physical demands – fine motor:</b>  |                       |

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| <ol style="list-style-type: none"> <li>1. Clean and sanitize tables (remove all small crumbs and gunk)</li> <li>2. Place items carefully on appropriate shelves</li> <li>3. Picking up smaller pieces of trash</li> <li>4. Organizing groceries in bag</li> </ol>  |
| <p><b>Length of work tasks:</b></p> <ol style="list-style-type: none"> <li>1. Cleaning and organizing one table: <b>1-3 minutes</b></li> <li>2. Sweeping eating area floor: <b>15 minutes</b></li> <li>3. Taking out garbage: <b>10 minutes</b></li> <li>4. Bagging groceries: <b>about 5 minutes per customer</b></li> </ol>  |
| <p><b>Variability of daily job tasks:</b><br/> The required tasks remain the same every day, but within the day it varies from restocking to bussing and cleaning tables and eating area</p>   |
| <p><b>Problem-solving requirements:</b></p> <ol style="list-style-type: none"> <li>1. Determining when groups are done and have left</li> <li>2. Deciding if tables are clean enough after sanitizing (is there any food residue still on the table?)</li> <li>3. Determining if floor should be swept or garbage taken out</li> <li>4. Prioritizing which job should be undertaken first when bussing</li> <li>5. Deciding what items should go at the bottom of the grocery bag vs. what should go at the top</li> </ol> |
| <p><b>Production rate requirements:</b></p> <ol style="list-style-type: none"> <li>1. Tables need to be cleaned within 3 minutes of being empty, especially if busy</li> <li>2. Messes on the floor need to be cleaned immediately, so that customers don't slip and space stays sanitary</li> <li>3. Bags should be filled immediately when groceries arrive</li> </ol>   |
| <p><b>Work product quality requirements:</b></p> <ol style="list-style-type: none"> <li>1. Heavy items must be placed at the bottom of bags 100% of the time (bags should be organized effectively every time so no groceries are ruined)</li> <li>2. Tables should be sanitary and floors clean for customers</li> <li>3. Garbage should never be overflowing so that customers can have somewhere to dispose of their trash</li> </ol>   |
| <p><b>Continuous working requirements:</b></p> <ol style="list-style-type: none"> <li>1. Walking / standing</li> <li>2. Sweeping &amp; making sure area stays clean</li> </ol>   |
| <p><b>Task-Related Characteristics</b></p>   |
| <p><b>Co-worker presence/task-related contact:</b></p> <ol style="list-style-type: none"> <li>1. Co-worker will alert Terrell when to switch from bussing to bagging</li> <li>2. Co-worker will scan groceries and pass them to Terrell</li> <li>3. No co-worker contact when bussing / cleaning</li> </ol>  |

**Non-task-related social contacts while working:**

Customers may talk to Terrell while cleaning or bagging (to say thank you). Terrell will be surrounded by customers regularly. When bagging, Terrell may be approached by customers to engage in small talk.

**Social atmosphere of worksite:**

The atmosphere is at sometimes relaxed, and at others (immediately following work, for example) very busy. Staff interact politely and casually, and staff feel comfortable talking with one another, even if there are a few customers around (though they always make time for a customer question or concern). Staff members are generally friendly, and supervisors help to make sure everyone has consistent expectations.

**Interactions with customers/general public:**

Customers may ask Terrell for information about where an item is, they may say thank you, they may engage in limited small talk (Hello, good day, how are you? Etc.).

**Supervisory contact:**

Manager is always on-site. Stock manager will communicate with Terrell on a daily basis to let him know where he should station himself (bagging vs. bussing).

**Environmental Characteristics****Distractions (noise, visual, temperature, smells)**

The grocery store is loud with the sound of happy customers, registers ringing, announcements being made, and music playing quietly over the speakers. The bakery, deli, and meat and fish stations will all produce different smells during the day. The garbage would also be smelly when taken out. The store has large windows and bright lights that make lighting consistent throughout the store. The temperature would remain consistent as well, excepting if Terrell was to restock refrigerated items.

**Equipment/tool use requirements:**

Broom with dustbin  
Push cart filled with restockable items  
Rag and bucket sanitizing liquid  
Paper and plastic bags (know how to open a paper bag)

**Academic requirements:**

Task-specific literacy required: knowledge of sorting for the task at hand (sort groceries based on weight and fragility, not color)

**Natural Supports****Environmental supports:**

Terrell will always have a co-worker nearby when bagging; coworker may begin sorting process as groceries are scanned

**Supervisor and co-workers support:**

Coworkers could assist with bagging when items are done being scanned  
Supervisor can provide a schedule for each day, outlining when Terrell should expect to

be doing each task