Early Medical Assessment



Fish and Takeaway Retailing

Customer Service – Ice-cream Retail

1. Fish and Takeaway Retailing
2. Customer Service

Dear Doctor: This form will take up to 5 minutes to complete. Please review each task the worker undertakes (both picture and written description) and tick whether or not the worker can complete this task. If modification required, please leave comments. Space at the end of this document is available for final comments and recommendations.

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* Unstacking indoor chairs from tables.
* Setting up cake display on counter ie retrieving from kitchen (in back of shop) and placing on bench.
* Placing ice-cream in cabinet (each tub <5kg).
* Cleaning cabinet by wiping out inside and glass, involves bending and extended reaching to reach the inside of the cabinet.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |
| L:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2250.JPG | **Closing Store*** Stacking chairs onto tables.
* Bring in (lifting and carrying) outdoor chairs.
* Emptying ice-cream cabinet and carrying tubs to freezer in kitchen (shelving floor to overhead height).
* Cleaning floor (sweeping and mopping) and wiping tables.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |
| L:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2260.JPGL:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2264.JPGL:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2267.JPGL:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2253.JPG | **Serving Customers** * Constant standing whilst taking customer orders.
* Scooping ice-cream repetitively. Forward bending and reaching to reach front tubs. Scoop held in dominant hand.
* Scoop is replaced in water to make scooping process easier.
* Clearing tables and dishes as required. Carrying dishes to kitchen, loading under bench dishwasher requiring bending.
* Touch screen POS on bench.
* Forward reaching requiring up to 100 degrees shoulder flexion required to reach over counter to hand ice-cream to customer. Lower area available by till.
* Stocking drink fridges and ice-cream cups - shelving between floor and overhead height.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |
| L:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2256.JPGL:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2270.JPGL:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501 - 33 templates\Fish and Takeaway Retailing\Gloria Jeans\IMG_1863.JPG | **Making Waffle Cones, Donuts and Coffee*** Constant standing and moving behind bench.
* Made to order. Pulling donut maker across oil and filling with mixture. Operating donut machine with both hands to make donuts. Scooping out when cooked.
* Scooping cooled oil out to empty deep fryer with a jug.
* Waffle mixture is pre-measured. When cooked, waffle is wrapped around cylindrical shape to make cone. Bilateral activity.
* Making coffees as ordered - coffee machine on bench.
* Wrist supination and lateral flexion whilst gripping to place coffee grounds in machine.
* Tamping grind, downwards pressing motion with dominant hand whilst gripping tamper.
* Holding milk jug to steamer and turning knob (approx chest height) with dominant hand to operate steam.
* Pouring heated milk into cup.
* Wrist pronation to tip out used grounds. Can require banging portafilter to remove wet grounds.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |
| L:\RTW Fund Project\Stage Four SAWIC Codes 488601 & 488501\Fish and Takeaway Retailing\Royal Copenhagen Icecream\IMG_2251.JPG | **Deliveries*** Once / twice per week. Delivery driver unloads into kitchen.
* Shelving of ice-cream in freezer requiring reaching between floor and overhead height.
* Placing cakes in under bench fridges requiring low level postures to access.
 | Doctor Approval[ ]  Yes [ ]  NoComments: |

1. Work Capacity Form

**Doctor Review (include final comments)**

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I confirm that in my view, subject to the above comments, the worker is able to perform certain duties detailed in this Early Medical Assessment.

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| These duties should be reassessed on: |  | Date: |

|  |  |  |
| --- | --- | --- |
| Signature : |  | Date: |

**Employers Declaration:**

I confirm that I/we have reviewed the Doctor’s recommendations and comments. I/we will make suitable changes to make allowances for the Dr’s recommendations.

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| Signature : |  | Date: |

**Employees Declaration**

My Doctor has discussed their recommendations with me. I have been given the opportunity to participate in this process.

|  |  |  |
| --- | --- | --- |
| Signature : |  | Date: |

For information on completing this form, please contact Business SA on 08 8300 0000.

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