

Case Study

Workplace Layout: Hospitality and Food Serving

Issue: A large city hotel was being re-furbished and updated. It was thought that the dining room and its equipment could be improved to be both more efficient and to reduce injury risk to staff.

Task Analysis

The management and staff were consulted and their main issues noted. The dining room and the staff were observed in busy and quiet times.

Issues and observations included:

- Waiters and waitresses carried large, heavy trays;
- Crockery was thick and heavy;
- Sideboard unit where most of the clean crockery and glassware was kept was located at one end of the dining room, with shelves from waist height to floor level; and
- During busy periods staff carried more plates and were quickly and constantly moving between tables and the kitchen and sideboard

Model Recommendations

The proposed solutions included:

1. Review the use of trays and considering using trolleys for some tasks
2. Change the tray to a lighter and easier to grasp tray
3. Review the crockery designs and weight
4. Move the sideboard to a more central location in the room, and modify or replace to include some higher shelving, and place the most frequently used items between thigh and chest height
5. Rostering staff to cope with peak periods
6. Monitor changes and adjusting as necessary.