

**Position Summary:**

Workers in the Cellar Door are responsible for serving customers, providing wine tastings and offering knowledge specific to the winery and its wines. They are also responsible for setting up the tasting area, cleaning and polishing glassware, restocking wines and filling restaurant beverage orders, where applicable.

This document has been developed as part of the South Australian Wine Industry Association Job Dictionary Project following site visits to two South Australian Wineries. As this document reflects the job demands across two sites, it is anticipated that not all tasks will be applicable to all wineries and, conversely, there may be tasks specific to a particular winery that do not appear in this document. Furthermore, based on the equipment, environment and work practise variations the physical demands reflected in this document may not be applicable for all wineries. It is therefore recommended that to utilise this document, an analysis to determine any differences in tasks, work practices, equipment and physical demands should be undertaken.

**Physical Demand Level: Medium**

*(As per Dictionary of Occupational Titles Manual, US Department of Labour, 4<sup>th</sup> Edition, Revised 1991)*

The overall classification for this position is ‘Medium’ based on an 8-hour day. There are 7 tasks performed under this Job Dictionary. Of these tasks, the physical demand classification for each task is outlined below. These classifications are based on the duration that the task is performed.

Classification	Task
<b>Light</b>	Wine tastings Cleaning – tasting area Restaurant beverage orders
<b>Medium</b>	Cleaning – outdoor Wine sales Restocking Recycling empties

**Process / Task Description:**

The following tables briefly describe each major task/process of the job and the associated key physical demands. Please note that the “N” (Never), “O” (Occasional), “F” (Frequent) and “C” (Constant) frequency ratings included within each task description are based on the percentage of time the physical demands are performed during the task/process, and not across an 8 hour day (see table below for details).

Frequency of Work Performance				
Definitions	N = Never	O = Occasional	F = Frequent	C = Constant
% of the time	0%	1-33%	34-66%	67-100%

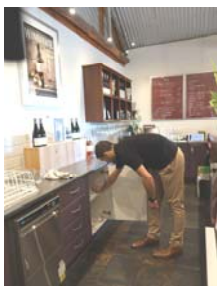
### Wine tastings

Light

The worker may be required to complete a variety of tasks including attending to customers throughout the shift, conducting wine tastings and operating a POS (point of sale) system. Depending on the winery, workers may package purchased wine for the customer whilst at the cellar door or redirect customers to a separate location within the winery to collect their order. The latter may occur at wineries where tastings are held in a dedicated room rather than at the cellar door. Workers may be responsible for some or all of the following sub-tasks, which vary according to the operational requirements of each winery:

- Greeting customers visiting the cellar door or tasting room, offering wine tastings and sharing product knowledge
  - \*Setting tastings – along the front counter (1100mmH) or on tables (700mmH)
  - Handling bottles of wine (<1.3kg, 750ml), glass carafes of water (<1kg est.), glasses, setting up along bench or counter and pouring a tasting volume of wine into glasses
  - Wines for tasting are either selected from open bottles already on the bench, from within cartons underneath the bench or from the under-bench fridge. Fortified wines (<1kg) are selected from under bench cupboards or from shelving above bench.
  - Opening new bottles (screw cap).
  - Operating point of sale (POS) systems and, depending on the winery, packaging purchased items (<1kg per item) into bags.
  - Using Stanley knife to open cartons of wine
- (Note: Bulk wine sales ie the purchase of cartons of wine will be covered as a separate task within the Job Dictionary document)

(\*Depending on Covid-19 restrictions customers may be required to be seated at tables rather than at the counter during tastings.)



Selecting glassware from under bench cupboards



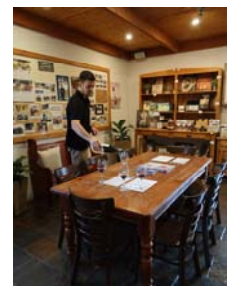
Setting up wine glasses on bar for tastings



Pouring tasting at bar



\*Setting up glasses for tastings (at tables)



\*Pouring tasting at table



Setting up for tasting



Reaching into wine fridge



Selecting unopened wine bottle from cartons



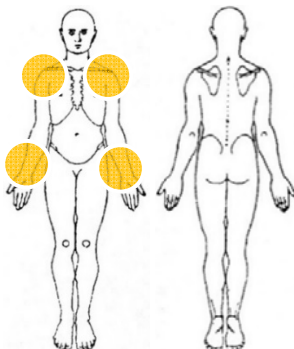
Setting up bottles on tasting counter



Handling water carafe

### Wine tastings (continued)

Light

'At Risk' Body Parts	Task Exposure		
	Duration: 5-7 hours		Frequency: Daily
	Additional risk factors		
	<b>Environment</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul>	<b>Other</b> <ul style="list-style-type: none"> <li>• Using sharp items eg Stanley knife</li> </ul>	

Equipment					Frequency			
Lifting/Carrying	Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Wine bottle (single hand)	<10m	<1.3kg						
Water carafe (full)	<5m		<1kg est.					
2 x wine bottles (one each hand)	<10m	<2.6kg						
Fortified wine bottle (single hand)	<10m	<1kg						
Wine and water Glasses	<10m	neg						
Pushing/Pulling		Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Open/close wine fridge door		<2kg est.						
Open carton with Stanley knife		<2kg est.						
Material Handling Overview					Frequency			
					N	O	F	C
Maximum lift	Floor to knuckle	<2.6kg						
	Knuckle to shoulder	<1.3kg						
		<2.6kg						
	Shoulder to above shoulder	<1kg						
Maximum carry	<10m	<2.6kg						
Maximum push		<2kg est.						
Maximum pull		<2kg est.						
Hold/Restraining	-							
Non-Material Handling Overview					Frequency			
					N	O	F	C
Sitting	-							
Standing	All tasks							
Walking	All tasks, behind counter, between counter and tables, serving							
Climbing	-							
Balancing	-							
Neck Movement	Looking into cupboards, wine fridge, dishwasher, polishing glassware							

Wine tastings (continued)		Light			
Non-Material Handling Overview		Frequency			
		N	O	F	C
Forward bending	Accessing items below knuckle height eg under bench cupboards, wine fridge, cartons				
Turning/Twisting	Setting up for tastings, accessing items at both counters				
Reaching overhead	Accessing fortified wines, bottles of wines from high shelving				
Reaching	All tasks, particularly when patrons seated at tables for tastings <b>Awkward Repetitive</b>				
Wrist/Forearm movement	All tasks, particularly when patrons seated at tables for tastings, pouring wine <b>Awkward Repetitive</b> ; using Stanley knife to open boxes				
Squatting	Accessing low cupboards, wine fridge, selecting bottles from cartons (under bench) at ground level				
Kneeling	Alternative to squatting for low level access				
Crawling/Lying	-				
Handling	All tasks, particularly wine bottles and glasses <b>Repetitive</b>				
Fingering	Operating POS touch screen, Stanley knife use				
Foot controls	-				

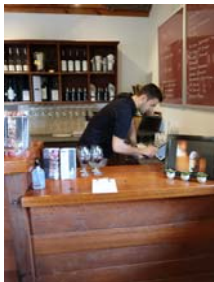
### Wine sales

Medium

Depending on the winery, the worker may retrieve and package-bottles and/or cases of wine for customers at the cellar door. In some wineries, the sales transaction occurs in the tasting room and the customer collects their purchase from a different location on the premises. At the cellar door, a 6-pack of wine can be assembled from a 12-pack, requiring the worker to open the carton using a Stanley knife and lift out 6 bottles, laying them horizontally in two layers of three bottles. If a mixed wine pack is requested, or if stock is not available at the cellar door, the worker may be required to retrieve one or more cartons from storage.

Workers can be responsible for one or more of the following sub-tasks, according to individual winery requirements:

- Assembling a 6-pack of wine (8kg) from individual bottles or retrieving a full case (12-bottles) of wine (16kg) and placing on tasting counter for customer.
- Using sack trolley to transport wine
- Retrieving individual wine bottles from shelving between floor and shoulder height and carrying to service counter (<25m).
- Using Stanley knife to open cartons, when required for 6-packs
- Retrieving cartons from storage to fill customer order
- Taking orders out to customer's vehicle, as may be requested. A sack trolley is routinely used and eliminates the need for the worker to carry cartons.



Processing sale



Selecting carton



Selecting carton – ground level



Placing carton on counter for customer



Selecting individual bottles



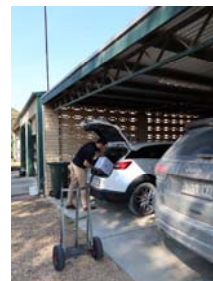
Placing bottle in bag



Loading sack trolley



Pushing loaded trolley

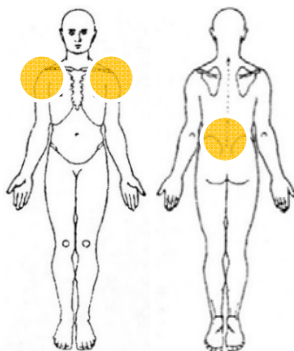


Loading carton into customer vehicle



Retrieving wine pack

### 'At Risk' Body Parts



### Task Exposure

Duration: <1 hour total (<10mins per sale)

Frequency: Daily

### Additional risk factors

#### Environment

- Environmental conditions (only if assisting customer load vehicle)

#### Other

- Using sharp items eg Stanley knife



Wine sales (continued)						Medium			
Equipment						Frequency			
Lifting/Carrying		Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Wine bottle (single hand)		<25m	<1.3kg						
2 x wine bottles (one each hand)		<10m	<2.6kg						
6-pack of wine		<5m	<8kg						
12-pack of wine (carton)		<10m	16kg						
Pushing/Pulling			Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Using Stanley knife to open carton			<2kg est.						
Sack trolley (loaded with 32kg) – on gravel				<10kg est.					
Sack trolley (loaded with 32kg) – on concrete				<5kg est.					
Material Handling Overview						Frequency			
						N	O	F	C
Maximum lift	Floor to knuckle		16kg						
	Knuckle to shoulder		16kg						
	Shoulder to above shoulder		-						
Maximum carry	<10m		16kg						
	<25m		<1.3kg						
Maximum push			<10kg est.						
Maximum pull			<10kg est.						
Hold/Restraining		-							
Non-Material Handling Overview						Frequency			
						N	O	F	C
Sitting		-							
Standing		All tasks							
Walking		To/from storage area and customer's vehicle in car park, between shelving and customer service counter							
Climbing		-							
Balancing		-							
Neck Movement		Retrieving wine bottles and cartons, placing into vehicle							
Forward bending		Retrieving wine bottles and cartons at low levels, loading bottom tier of trolley, placing cartons into boot or back seat of customer's vehicle - all <b>Awkward</b>							
Turning/Twisting		Loading cartons onto trolley, unloading cartons into boot or back seat of customer's vehicle - both <b>Awkward</b>							
Reaching overhead		Accessing fortified wines, bottles of wines							
Reaching		All tasks, particularly loading cartons onto trolley placing cartons into boot and back seat of car <b>Awkward</b>							
Wrist/Forearm movement		Handling wine bottles, using Stanley knife to open boxes, steering trolley							
Squatting		Retrieving cartons and wine bottles at low levels, loading sack trolley							
Kneeling		Retrieving cartons and wine bottles at low levels (optional posture)							
Crawling/Lying		-							

Wine sales (continued)		Medium			
Non-Material Handling Overview		Frequency			
		N	O	F	C
Handling	Cartons, wine bottles, trolley, bags				
Fingering	Operating POS touch screen, Stanley knife use, opening wine bags				
Foot controls	-				

### Cleaning – Tasting areas

Light

Workers may be required to use a dishwasher to wash used glasses, polish and put away clean glasses and wipe down bench surfaces. Cleaning occurs regularly throughout the shift in between tastings and may be undertaken more intensely for the last hour of the shift. The sub-tasks may include:

- Loading/unloading empty (<2kg est.) and full (<8kg est.) dishwasher racks – this may be repeated up to 40+ times per shift, with the highest volumes required on weekends.
- Polishing glassware immediately after each dishwasher cycle and putting items away – either in wine racks (1200mmH) or in under bench cupboards
- Wiping down tasting bench (1100mmH) and tables (700mmH) using cloth and spray as often as required
- Repositioning seating at bar after customer use

Commonly, most customers are gone by 4pm, so the last hour of the shift is usually spent cleaning, tidying and putting away; spot cleaning occurs throughout the shift as required. Note: wineries may employ an external cleaner to complete a full floor clean once weekly.



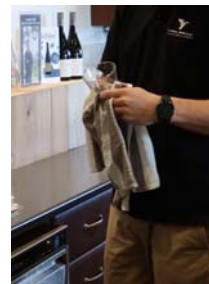
Loading dishwasher



Unloading dishwasher



Lifting racks between sink and dishwasher



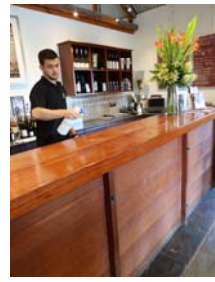
Polishing glassware



Replenishing glassware stock under counter



Sweeping up breakages



Using spray bottle



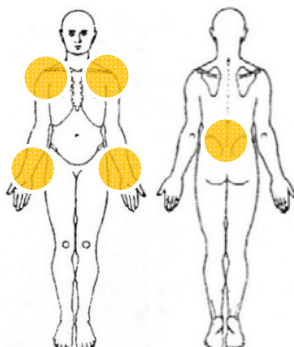
Wiping down bench



Carrying racks of used glassware



Repositioning seating

'At Risk' Body Parts	Task Exposure	
	Duration: 1-2 hours	Frequency: Daily
	Additional risk factors	
	Environment • Nil	Other • Nil



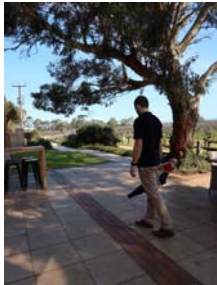
Cleaning – Tasting areas (continued)						Light			
Equipment						Frequency			
Lifting/Carrying		Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Spray bottle (filled)		<10m	<1kg				■		
Glasses (up to 2 at a time)		<10m	<1kg					■	
Dishwasher rack (full)		-	<5kg est.				■		
Dishwasher rack (empty)		-	<2kg est.				■		
Glass wear collection rack (full)		<25m	<8kg est.				■		
Pushing/Pulling			Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Dishwasher door			<1kg est.				■		
Dishwasher rack (full)			<1kg est.				■		
Repositioning /moving stools and chairs				3kg			■		
Material Handling Overview						Frequency			
						N	O	F	C
Maximum lift	Floor to knuckle		<5kg est.				■		
	Knuckle to shoulder		<8kg est.				■		
			<1kg					■	
	Shoulder to above shoulder		<1kg				■		
Maximum carry	<10m		<1kg				■		
	<25m		<8kg				■		
Maximum push			<3kg est.				■		
Maximum pull			<3kg est.				■		
Hold/Restraining		-				■			
Non-Material Handling Overview						Frequency			
						N	O	F	C
Sitting		-				■			
Standing		All tasks – loading/unloading dishwasher, wiping tables/benches, polishing glassware					■		
Walking		All tasks – putting away glassware, retrieving cleaning products, wiping tables						■	
Climbing		-				■			
Balancing		-				■			
Neck Movement		All tasks – loading/unloading dishwasher, wiping tables/benches, polishing glassware						■	
Forward bending		Loading/unloading dishwasher, putting away glassware below bench <b>Repetitive</b> , repositioning stools and chairs						■	
Turning/Twisting		Working between front and back counters					■		
Reaching overhead		-				■			
Reaching		All tasks - loading/unloading dishwasher, putting away all glassware, wiping benches/tables <b>Repetitive</b>						■	
Wrist/Forearm movement		All tasks - loading/unloading dishwasher, putting away all glassware, wiping benches/tables <b>Repetitive</b>						■	
Squatting		Putting away glassware in low cupboards					■		

Cleaning – Tasting areas (continued)		Light			
Non-Material Handling Overview		Frequency			
		N	O	F	C
Kneeling	-	■			
Crawling/Lying	-	■			
Handling	All tasks; particularly polishing glassware <b>Repetitive</b>				■
Fingering	Polishing glassware <b>Repetitive</b>		■		
Foot controls	-	■			

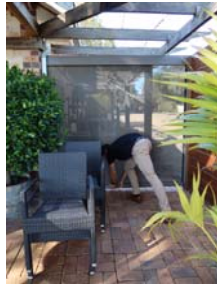
### Cleaning - Outdoor

**Medium**

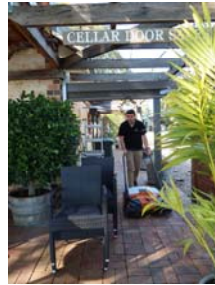
At the start of every shift, the worker may need to check the outdoor area adjacent the cellar door and determine if clean up of leaves/debris is required. If so, a battery-operated blower vac and/or batter-operated vacuum sweeper can be used to clean the area. Chairs and table positions usually remain unchanged in the outside dining area; however, the worker may sometimes straighten/adjust furniture e.g. tuck chairs under table. Blower vac (<5kg est.) operation involves a sweeping motion whilst the vacuum sweeper is pushed/pulled (minimal effort required). The sweeper collection container is emptied into green bins as needed. The cleaning process can take up to 15 minutes in total.



Blower vac operation



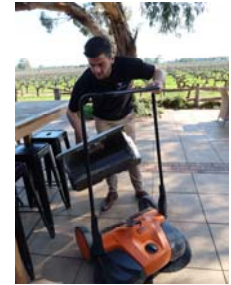
Lifting privacy screen



Retrieving sweeper



Operating sweeper



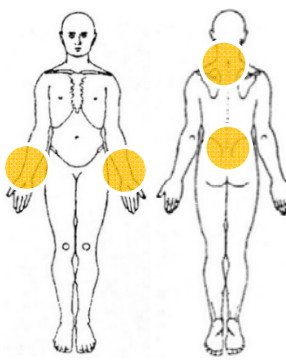
Removing sweeper collection container



Lifting green bin lid



Emptying contents of sweeper container

'At Risk' Body Parts	Task Exposure	
	Duration: <15mins	Frequency: Daily
Additional risk factors		
<b>Environment</b> <ul style="list-style-type: none"> <li>Hot temperatures</li> <li>Cold temperatures</li> <li>Unshaded work areas</li> <li>Environmental conditions (wind, UV light, rain)</li> </ul>	<b>Other</b> <ul style="list-style-type: none"> <li>Hand/arm vibration</li> <li>Noise</li> </ul>	

Equipment					Frequency			
	Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Lifting/Carrying								
Blower vac	-	<5kg est.						
Blower vac	<25m		<5kg est.					
Sweeper collection container (full)	<10m		<8kg est.					
Green bin lid	-		<1kg est.					
Privacy screen	-		<2kg est.					
Pushing/Pulling		Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Vacuum sweeper and blower vac (both battery-operated)			<5kg est.					

### Cleaning – Outdoor (continued)

**Medium**

Material Handling Overview			Frequency			
			N	O	F	C
Maximum lift	Floor to knuckle	<8kg est.				
	Knuckle to shoulder	<8kg est.				
	Shoulder to above shoulder	<8kg est.				
Maximum carry	<25m	<5kg est.				
	<10m	<8kg est.				
Maximum push		<5kg est.				
Maximum pull		<5kg est.				
Hold/Restraining	-					
Non-Material Handling Overview			Frequency			
			N	O	F	C
Sitting	-					
Standing	Emptying container into bin, start/stop blower and sweeper, adjusting chairs					
Walking	Blower vac and sweeper use					
Climbing	-					
Balancing	-					
Neck Movement	Looking at ground during sweeping and blower vac <b>Sustained</b>					
Forward bending	Releasing container from sweeper					
Turning/Twisting	Blower vac <b>Repetitive</b> ; sweeper operation					
Reaching overhead	Opening/closing privacy screen					
Reaching	Lifting bin lid, emptying contents of container, start/stop sweeper					
Wrist/Forearm movement	Blower vac operation <b>Awkward Repetitive</b>					
Squatting	Releasing container from sweeper					
Kneeling	Releasing container from sweeper (alternative posture)					
Crawling/Lying	-					
Handling	Blower vac and sweeper in operation <b>Sustained Vibration</b>					
Fingering	Operating on/off switch on sweeper and blower					
Foot controls	-					

### Recycling empties

Medium

Workers may be required to place empty wine bottles into plastic recycling tubs throughout the shift. Multiple tubs are generally available and are usually stored out of sight of patrons. A full tub can hold approximately 18 empty bottles (<12kg est). Up to six full tubs may be loaded onto a flat base trolley, taken outdoors and emptied into wooden recycling crates; this usually occurs at the end of the shift. Once at the outdoor crate, each tub is lifted (between below knuckle and shoulder height) and contents emptied. Workers may brace the full tub against the edge of the wooden crate for stability. Depending on the total number of full tubs, more than one trip to the recycling bin may be required. Tub are often rinsed using water from an outdoor hose before being returned to the cellar door/tasting room area.



Collecting empties



Pushing trolley outdoors



Lifting tub off trolley

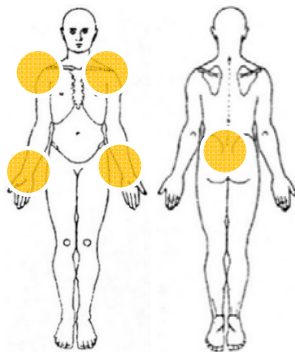


Bracing tub against side of recycling bin



Rinsing tub with water using hose

'At Risk' Body Parts	Task Exposure
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Duration: <20mins

Frequency: Daily

#### Additional risk factors

##### Environment

- Environmental conditions (wind, cold rain)
- Hot temperatures
- Cold temperatures
- Unshaded work areas

- Uneven ground

##### Other

- Nature of loads – wide tub

Equipment					Frequency			
Task	Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
<b>Lifting/Carrying</b>								
Full tub (18 bottles)	<3m	<12kg est.				■		
Empty wine bottles (2 per hand)	<5m	<2kg est.				■		
<b>Pushing/Pulling</b>								
Trolley with 6 full tubs (60kg) - indoors			<10kg est.			■		
Trolley with 6 full tubs (60kg) - outdoors <b>Force</b>			<20kg est.				■	
<b>Material Handling Overview</b>					Frequency			
					N	O	F	C
Maximum lift	Floor to knuckle	<12kg est.				■		
	Knuckle to shoulder	<12kg est.				■		
	Shoulder to above shoulder	-			■			
Maximum carry	<3m	<12kg est.				■		



Recycling empties (continued)			Medium			
Material Handling Overview			Frequency			
			N	O	F	C
Maximum push	<20kg est.					
Maximum pull	<20kg est.					
Hold/Restraining	-					
Non-Material Handling Overview			Frequency			
			N	O	F	C
Sitting	-					
Standing	Emptying tubs into crate, preparing empties and tubs behind bar					
Walking	All tasks; collecting empties, pushing trolley between bar and recycling area					
Climbing	-					
Balancing	-					
Neck Movement	Collecting empties, pushing trolley, emptying tubs					
Forward bending	Lifting tubs, placing empties in tubs, emptying tub into crate <b>Awkward</b>					
Turning/Twisting	Collecting empties, emptying tub into crate, negotiating corners pushing full trolley <b>Awkward</b>					
Reaching overhead	Emptying bin into recycling crate (height of person dependant) <b>Awkward</b>					
Reaching	Collecting empties, emptying tub into recycling crate, rinsing tub					
Wrist/Forearm movement	Pushing trolley, emptying bin into crate <b>Force Awkward</b>					
Squatting	Loading empties, picking up tub, rinsing tub					
Kneeling	-					
Crawling/Lying	-					
Handling	All tasks; particularly tubs, trolley <b>Force Sustained</b> emptying tub into crate <b>Awkward</b>					
Fingering	-					
Foot controls	-					

### Restaurant beverage orders

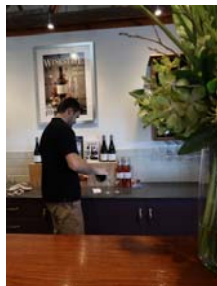
Light

At some wineries, the worker can be required to fill restaurant beverage orders from within the cellar door. The frequency of this task is highly variable and according to the number of patrons dining in the restaurant at any one time. Weekends are the busiest time in the restaurant; when fully booked, orders may arrive every 5-10 minutes.

- Order comes through on POS system display, docket is printed
- Wines either by glass or full bottle – fill glasses to required volume, place filled glasses on tray (+/- bottle) with docket for identification
- Usually, restaurant staff will collect filled order from cellar door; however, if time permits the worker may assist by taking the tray to the relevant table, outdoor or indoor. There is an upstairs dining area that is often utilised by patrons and assisting staff will mean ascending a flight of stairs with tray in one hand and free hand on rail to stabilise when at all possible.



Using POS touch screen



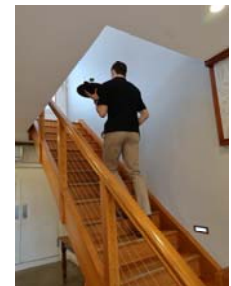
Filling wine glasses



Accessing drink fridge

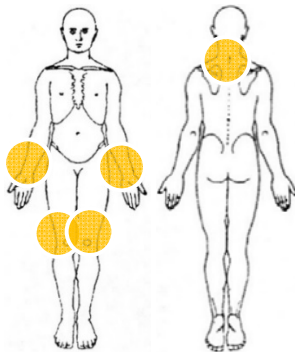


Accessing above bench shelving



Stair climbing carrying tray of drinks

#### 'At Risk' Body Parts



#### Task Exposure

Duration: <3 mins/order, one order every 5-10 minutes

Frequency: Variable

#### Additional risk factors

##### Environment

- Nil

##### Other

- Stair climbing whilst carrying items
- Using sharp items eg Stanley knife

Equipment					Frequency			
	Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
<b>Lifting/Carrying</b>								
Wine bottle (one-handed)	<10m	<1.3kg						
Fortified wine bottle (one-handed)	<10m	<1kg						
Glasses	<10m		<1kg					
Full tray (one-handed) – up stairs <b>Awkward</b>	<20m		<2kg est.					
<b>Pushing/Pulling</b>								
Open/close wine fridge door		<2kg est.						
Using Stanley knife to open carton		<2kg est.						

Restaurant beverage orders (continued)			Light			
Material Handling Overview			Frequency			
			N	O	F	C
Maximum lift	Floor to knuckle	<1.3kg				
	Knuckle to shoulder	<2kg				
	Shoulder to above shoulder	<1kg				
Maximum carry	<20m	<2kg est.				
Maximum push		<2kg est.				
Maximum pull		<2kg est.				
Hold/Restraining	-					
Non-Material Handling Overview			Frequency			
			N	O	F	C
Sitting	-					
Standing	All tasks					
Walking	All tasks, particularly from behind counter to/from tables					
Climbing	Stairs whilst holding tray in one hand <b>Awkward</b>					
Balancing	Climbing stairs holding tray (may have both hands occupied) <b>Awkward</b>					
Neck Movement	Looking into cupboards, wine fridge, carrying tray <b>Sustained</b>					
Forward bending	Accessing items below knuckle height eg under bench cupboards, wine fridge, cartons					
Turning/Twisting	Accessing items to fill order					
Reaching overhead	Accessing fortified wines, bottles of wines					
Reaching	Accessing items to fill order					
Wrist/Forearm movement	All tasks, particularly pouring wine and balancing tray one handed <b>Awkward Sustained</b> using Stanley knife to open boxes					
Squatting	Accessing low cupboards, wine fridge, selecting bottles from cartons (under bench) at ground level					
Kneeling	Alternative to squatting for low level access					
Crawling/Lying	-					
Handling	All tasks, particularly wine bottles and glasses; carrying tray <b>Sustained</b>					
Fingering	Operating POS touch screen, Stanley knife use					
Foot controls	-					

### Restocking

**Medium**

The worker may be required to restock wines onto shelving and into fridge throughout the shift, according to demand. Depending on the winery, some cellar door workers can be required to restock wine cartons stored behind the service area. Workers may be responsible for some or all of the following sub-tasks, which vary according to the operational requirements of a particular winery:

- Loading cartons (16kg) onto a sack trolley
- Using a sack trolley (<15kg est. push/pull force) to retrieve wine cartons from storage and deliver to cellar door (connected internally via passageway off kitchen) a distance of <30m est.
- Unloading cartons from sack trolley and stack high under tasting counter (up to three boxes high)
- Using Stanley knife to open carton of wine
- Handling individual bottles of wine (<1.3kg, 750ml)



Retrieving carton from pallet in storage



Loading bottom tier of sack trolley



Pushing sack trolley



Pushing trolley between cellar door and storage



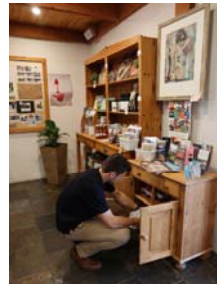
Unloading cartons



Restocking wine bottles in underbench racks



Replenishing wine bottles



Replenishing various stock items

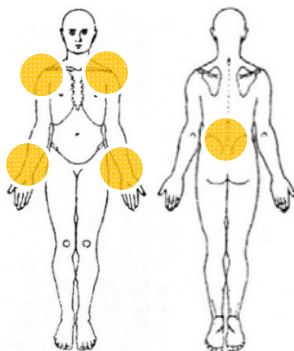


Restocking wine bottles in cupboards



Restocking wine bottles in cupboards

#### 'At Risk' Body Parts



#### Task Exposure

Duration: <2 hours

Frequency: Daily

#### Additional risk factors

##### Environment

- Nil

##### Other

- Using sharp items eg Stanley knife

#### Equipment

Lifting/Carrying	Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	Frequency			
					N	O	F	C
Wine bottle (single hand)	<5m	<1.3kg						
2 x wine bottles (one each hand)	<5m	<2.6kg						

Restocking (continued)					Medium				
Lifting/Carrying		Carry distance	Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
12-pack of wine (carton)		<5m	16kg						
Miscellaneous sale products		<5m	<1kg						
Pushing/Pulling			Floor - Knuckle	Knuckle - Shoulder	Shoulder - Above shoulder	N	O	F	C
Using Stanley knife to open carton			<2kg est.						
Sack trolley (loaded with 3 cartons/48kg) – on concrete				<15kg est.					
Material Handling Overview						Frequency			
						N	O	F	C
Maximum lift	Floor to knuckle		16kg						
	Knuckle to shoulder		16kg						
	Shoulder to above shoulder		<1.3kg						
Maximum carry	<5m		16kg						
Maximum push			<15kg est.						
Maximum pull			<15kg est.						
Hold/Restraining			-						
Non-Material Handling Overview						Frequency			
						N	O	F	C
Sitting			-						
Standing			All tasks, particularly restocking individual bottles						
Walking			Retrieve cartons from storage						
Climbing			-						
Balancing			-						
Neck Movement			Retrieving cartons, manoeuvring sack trolley						
Forward bending			Retrieving cartons at low levels, loading bottom tier of trolley - both <b>Awkward</b>						
Turning/Twisting			Loading cartons from rear of pallet, manoeuvring sack trolley around corners <b>Awkward</b>						
Reaching overhead			Accessing fortified wines, restocking bottles of wines in overhead shelving						
Reaching			All tasks, particularly retrieving restocking individual bottles <b>Repetitive</b> positioning cartons at rear of pallet <b>Awkward</b>						
Wrist/Forearm movement			Restocking wine bottles, using Stanley knife to open boxes, steering sack trolley						
Squatting			Retrieving cartons at low levels, restocking at low levels						
Kneeling			Restocking at low levels						
Crawling/Lying			-						
Handling			Cartons, wine bottles, trolley						
Fingering			Stanley knife use, opening boxes						
Foot controls			-						





## Job Dictionary Cellar Door Salesperson



### **Work/Rest Patterns:**

Working hours and rest breaks vary from organisation to organisation and employee to employee. Please confirm working hours and rest breaks for the individual employee and provide this to the Treating Medical Practitioner as appropriate.

### **Personal Protective Equipment (PPE):**

Enclosed footwear is required at all times.

**Job Physical Demand Summary:** Cellar Door Salesperson (based on the key physical demands over an 8 hour day)

Frequency	Never (0%)	Occasional (1-33%)	Frequent (34-66%)	Constant (67-100%)
<b>Non Material Handling</b>				
Sitting				
Standing				
Walking				
Climbing				
Balancing				
Neck movement				
Forward bending				
Turning/Twisting				
Reaching overhead				
Reaching				
Wrist/Forearm movement				
Squatting				
Kneeling				
Crawling/Lying				

<b>Material Handling</b>				
Lifting: Floor to Knuckle		16kg		
Lifting: Knuckle to Shoulder		16kg	1.3kg	
Lifting: Shoulder to Above Shoulder		8kg est.		
Carrying		16kg <10m <8kg est. <25m		
Pushing		<20kg est.		
Pulling		<20kg est.		
Handling				
Fingering				
Foot Controls				
Hold/Restraining				

## Job Dictionary Cellar Door Salesperson

### Process / Task Physical Demand Summary – Non Material Handling

The following tables summarise the physical demands required to perform each task/process. The frequency ratings are based on the percentage of time the physical demands are performed during the task/process, not on an 8 hour day.

Physical Demand	Task Breakdown						
	Wine tastings	Wine sales	Cleaning – Tasting areas	Cleaning - Outdoor	Recycling empties	Restaurant beverage orders	Restocking
Classification:	Light	Medium	Light	Medium	Medium	Light	Medium
Maximum Task Duration:	5-7 hours, daily	<1 hour daily (<10mins/sale)	1-2 hours, daily	<15 minutes, daily	<20 minutes, daily	<3 mins/order, one order every 5-10mins	<2 hours, daily
Sitting	Never	Never	Never	Never	Never	Never	Never
Standing	Occasional	Occasional	Occasional	Occasional	Occasional	Occasional	Occasional
Walking	Constant	Frequent	Frequent	Frequent	Frequent	Frequent	Occasional
Climbing	Never	Never	Never	Never	Never	Occasional Awkward	Never
Balancing	Never	Never	Never	Never	Never	Occasional Awkward	Never
Neck Movement	Occasional	Occasional	Frequent	Frequent Sustained	Occasional	Occasional Sustained	Occasional
Forward bending	Occasional	Occasional Awkward	Frequent Repetitive	Occasional	Occasional Awkward	Occasional	Occasional Awkward
Turning/Twisting	Frequent	Occasional Awkward	Occasional	Occasional Repetitive	Occasional Awkward	Occasional	Occasional Awkward
Reaching overhead	Occasional	Occasional	Never	Occasional	Occasional Awkward	Occasional	Occasional
Reaching	Constant Repetitive Awkward	Frequent Awkward	Frequent Repetitive	Occasional	Frequent	Occasional	Frequent Awkward Repetitive
Wrist/Forearm Movement	Frequent Repetitive Awkward	Frequent	Frequent Repetitive	Frequent Repetitive Awkward	Frequent Force Awkward	Frequent Awkward Sustained	Frequent
Squatting	Occasional	Occasional	Occasional	Occasional	Occasional	Occasional	Occasional
Kneeling	Occasional	Occasional	Never	Occasional	Never	Occasional	Occasional
Crawling/Lying	Never	Never	Never	Never	Never	Never	Never

### Process / Task Physical Demand Summary – Material Handling

Physical Demand	Task Breakdown						
	Wine tastings	Wine sales	Cleaning – Tasting areas	Cleaning - Outdoor	Recycling empties	Restaurant beverage orders	Restocking
Classification:	Light	Medium	Light	Medium	Medium	Light	Medium
Maximum Task Duration:	5-7 hours, daily	<1 hour daily (<10mins/sale)	1-2 hours, daily	<15 minutes, daily	<20 minutes, daily	<3 mins/order, one order every 5-10mins	<2 hours, daily
Lifting: Floor to Knuckle	Occasional <2.6kg	Occasional 16kg	Occasional <5kg est.	Occasional <8kg est.	Occasional <12kg est.	Occasional <1.3kg	Occasional 16kg
Lifting: Knuckle to Shoulder	Frequent <1.3kg Occasional <2.6kg	Occasional 16kg	Frequent <1kg Occasional <8kg est.	Occasional <8kg est.	Occasional <12kg est.	Occasional <2kg	Occasional 16kg
Lifting: Shoulder to Above Shoulder	Occasional <1kg	Never	Occasional <1kg	Occasional <8kg est.	Never	Occasional <1kg	Occasional <1.3kg
Carrying	Occasional <2.6kg <10m	Occasional 16kg <10m Occasional <1.3kg est. <25m	Occasional <1kg <10m Occasional <8kg est. <25m	Frequent <5kg est. <25m Occasional <8kg est. <10m	Occasional <12kg est. <3m	Occasional <2kg est. <20m <b>Risk Factor</b>	Occasional 16kg <5m
Pushing	Occasional <2kg est.	Occasional <10kg est.	Occasional <3kg est.	Frequent <5kg est.	Frequent <20kg est. <b>Risk Factor</b>	Occasional <2kg est.	Occasional <15kg est.
Pulling	Occasional <2kg est.	Occasional <10kg est.	Occasional <3kg est.	Occasional <5kg est.	Occasional <20kg est. <b>Risk Factor</b>	Occasional <2kg est.	Occasional <15kg est.
Handling	Constant <b>Repetitive</b>	Constant	Constant <b>Repetitive</b>	Frequent <b>Sustained Vibration</b>	Constant <b>Force Sustained Awkward</b>	Constant <b>Sustained</b>	Constant
Fingering	Occasional	Occasional	Occasional <b>Repetitive</b>	Occasional	Never	Occasional	Occasional
Foot Controls	Never	Never	Never	Never	Never	Never	Never
Hold/Restraining	Never	Never	Never	Never	Never	Never	Never

## Job Dictionary Cellar Door Salesperson

### Key:

- Risk Factor:** The inclusion of 'Risk Factor' in the above lifting, carrying, pushing or pulling sections highlights the presence of a manual task risk factor that is associated with the demand under which it is listed (please refer to the specific task tables for more detailed information). Please also see the 'key' below for a list of the 'Risk Factors' that may be included.
- Repetitive Movements:** 'Repetitive' means that a movement or force is performed more than twice a minute
- Sustained Postures:** 'Sustained' means a posture or force is held for more than 30 seconds
- Awkward Postures:** 'Awkward' postures means where and part of the body is in an uncomfortable or unnatural position
- Force:** 'Force' means muscular effort that is repetitive, sustained, high or sudden
- Vibration:** 'Vibration refers to exposure to whole body vibration or hand/arm vibration'
- Reference:** Based on the 'Hazardous Manual Tasks Code of Practice' (2020), Safe Work Australia



**Key Definitions - Tasks**

<b>Sitting</b>	Remaining in a seated position.
<b>Standing</b>	Remaining on one's feet in an upright position without moving greater than 3 steps.
<b>Walking</b>	Moving about on foot greater than 3 steps.
<b>Climbing</b>	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs, or hands and arms.
<b>Balancing</b>	Maintaining body equilibrium to prevent falling when walking, standing, crouching or running on either elevated and unguarded, narrow, slippery or erratically moving surfaces.
<b>Neck movement</b>	Looking downwards, turning and bending sideways.
<b>Forward bending</b>	Bending the body forward and downward by bending spine at waist, requiring full use of lower extremities and back muscles.
<b>Turning/Twisting</b>	Movement from the waist to the left or right causing the spine to twist.
<b>Reaching overhead</b>	Reaching where the hand extends above the height of the shoulder.
<b>Reaching</b>	Reaching where the hands move further than the length of the forearm from the body.
<b>Wrist Forearm movement</b>	Movement or deviation of the wrist away from neutral position (flexion extension, ulnar/radial deviation) and forearm supination/pronation.
<b>Squatting</b>	Working below waist height with hips and knees bent, hips at or below knee level.
<b>Kneeling</b>	Working at floor level, with one or both knees on the floor surface.
<b>Crawling/Lying</b>	Crawling - moving on knees; Lying - remaining in one position, using upper limbs for work.
<b>Lifting*</b>	Raising or lowering an object from one level to another (includes upward pulling and/or exerting upward force to hold an object in static position).
<b>Carrying*</b>	Transporting an object, usually holding in the hands, arms or on the shoulder.
<b>Pushing*</b>	Exerting force upon an object so that the object moves away from the force (including stooping, striking, kicking, treading and exerting force to hold an object in static position).
<b>Pulling*</b>	Exerting force upon an object so that the object moves toward the force (including jerking and exerting force to hold an object in static position).
<b>Handling</b>	Seizing or grasping, holding, turning or otherwise working with the hands. Fingers are only involved to the extent that they are extensions of the hand.
<b>Fingering</b>	Picking, pinching, or otherwise working with the fingers, other than with the whole hand or arm as in handling.
<b>Foot Controls</b>	Use of one or both feet or legs to move controls on machinery or equipment. i.e. pedals
<b>Hold/Restraining</b>	Applying a force to prevent the movement of the object, in any direction. Restraining is a 'static' activity.
<b>*Individual or Team</b>	Work demands may vary resulting in the worker performing tasks individually or as part of a team.

**Key Definitions - Physical Demands: Strength Rating & Frequency of Work**

Frequency of Work Performance	Physical Demand Classification				
	Sedentary	Light	Medium	Heavy	Very Heavy
<b>Occasional</b>	4.5 kgs	9.1 kgs	22.7 kgs	45.4 kgs	Over 45.4 kgs
<b>Frequent</b>	Negligible	4.5 kgs	11.3 kgs	22.7 kgs	Over 22.7 kgs
<b>Constant</b>	0	Negligible	4.5 kgs	9.1 kgs	Over 9.1 kgs
	Sitting most of the time; may involve walking or standing for brief periods.	(1) Standing/Walking to a significant degree; or (2) Sitting most of the time but entails pushing and/or pulling of arm or leg controls and/or (3) Job requires working at a production rate pace entailing constant pushing and/or pulling of materials, even though the weight is negligible.	Standing/Walking to a significant degree for all categories. Medium to Very Heavy.		

Frequency Definitions	Frequency of Work Performance			
	Never	Occasional	Frequent	Constant
<b>% of the time</b>	0%	1-33%	34-66%	67-100%

**Reference:** Dictionary of Occupational Titles (DOT Manual), US Department of Labour (4<sup>th</sup> Edition, Revised 1991)

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