JOB HAZARD ANALYSIS - Task Specific

Western

[x] NEW [ ] REVISED

WORKPLACE TASK TO BE ANALYSED	WESTERN HAZARD CATEGORY*	DATE:
Customer Service	Work Site Hazard	January 8, 2007
DEPARTMENT	**HAZARD TYPE***	**WRITTEN BY:**
Facilities Management	Personal Security	Chris Stewart
WESTERN JOB CLASSIFICATION*	**LOSS POTENTIAL RATING***	**REVIEWED BY:**
All Parking Personnel	Moderate	
REQUIRED EQUIPMENT AND/OR PERSONAL PROTECTIVE EQUIPMENT	***refer to Stantec Specific Job Report**	**MGMT APPROVAL:**

SEQUENCE OF TASK	POTENTIAL HAZARDS	ACTION OR PROCEDURE
Dealing with agitated customers.	physical and/or psychological wellness	Take a communications training course/program that deals with effectively communicating to customers, resolving conflict and problem solving.