



Western

# JOB HAZARD ANALYSIS - Task Specific

NEW

REVISED

**WORKPLACE TASK TO BE ANALYSED**

Customer Service

**WESTERN HAZARD CATEGORY\***

Worksite Hazard

**DATE:**

January 31, 2019

**DEPARTMENT**

Facilities Management

**HAZARD TYPE\***

Personal Security

**WRITTEN BY:**

Chris Stewart

**WESTERN JOB CLASSIFICATION\***

Customer Service Representative

**LOSS POTENTIAL RATING\***

Moderate

**REVIEWED BY:**

**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. |
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