Work Activities

• A work activity is the action that an employee takes when performing his/her job

• A performance objective specifies the outcome or end result of a work activity

Work activity: Prepare Big Mac Meal

Performance Objective: After receiving the customer’s order, deliver a made-to-order Big Mac meal in 3 minutes. This meal will contain fresh meat and vegetables as well as a cold soft drink.
Task

- An assigned segment of a work activity

List and Categorize Tasks

Prepare Big Mac Meal

- Burger
  - Cook meat
  - Fix burger
  - Package burger

- Fries
  - Cook fries
  - Salt fries
  - Package fries

- Drink
  - Select cup size
  - Ice cup
  - Fill with drink
SMARTer Objective:
After receiving the customer’s order, deliver a made-to-order Big Mac meal in 3 minutes. This meal will contain fresh meat and vegetables as well as a cold soft drink.