

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

VS.

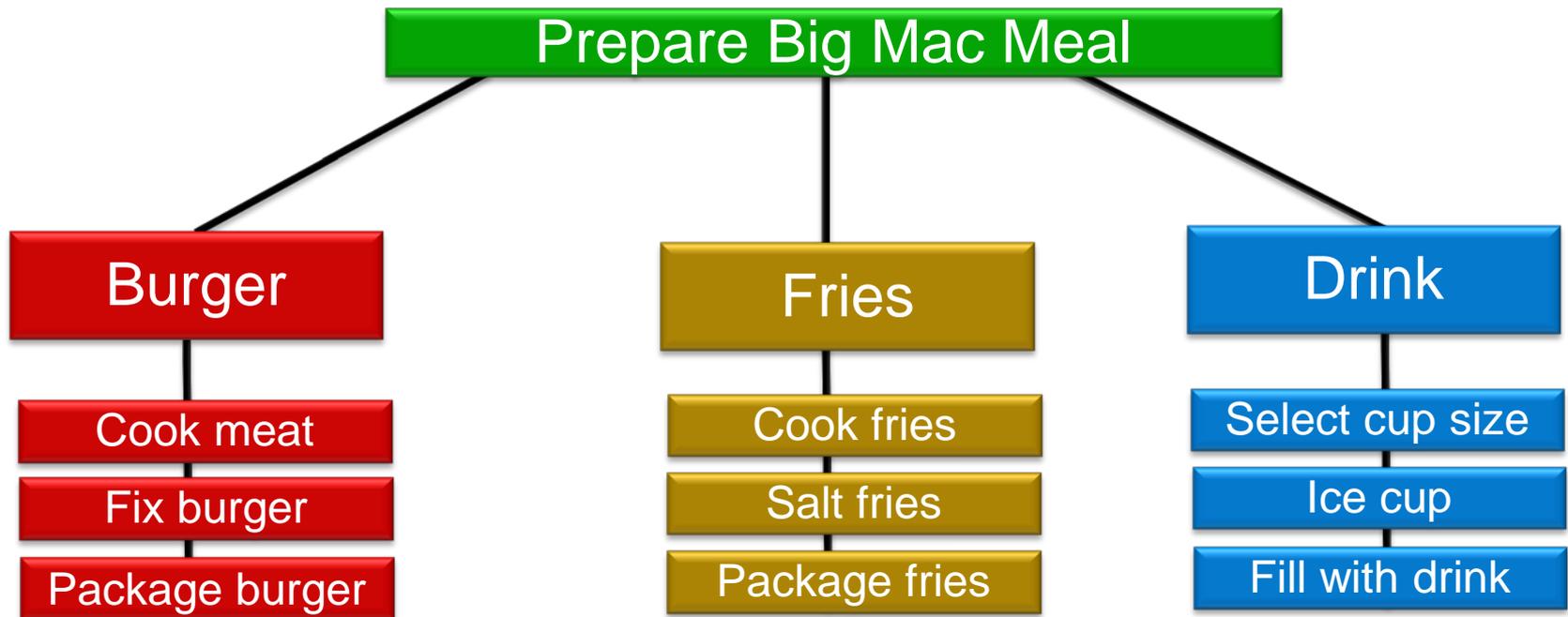
Performance Objective:

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.

List and Categorize Tasks

Task

- An assigned segment of a work activity

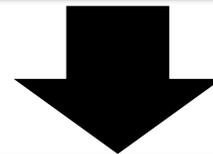


Writing the Objective

Work activity:
Prepare Big Mac Meal



End Result:
Delivered Big Mac Meal



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.