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| **Observation of employees performing their jobs** | | | |
| *Look for:* | | | |
| Episodic duties | Easier tasks to perform | Material supply | Tool supply |
| Interruptions | Tasks that would make their job easier | Backed up tasks | Wasted motions |
| Fatigued workers | Frustrated workers | Tasks they don’t like doing | Tasks needing assistance |

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| **Task observed** | **Frequency of Task** | **Unmet Need** | **Unbundled Task** | **Benefit to Business** |
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| **Work Environment** | | | |
| *Look for:* | | | |
| Unattended materials | Unsafe conditions | Unsightly areas | Errors |
| Misplaced materials | Piles / boxes | Dusty / broken / dirty goods | Missed opportunities |
| Blockages | Waste / scrap materials |  |  |

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| **Work Environment Observation** | **Unmet Need** | **Unbundled Task** | **Benefit to Business** |
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| **Customers at Setting** | | | |
| *Look for:* | | | |
| Customers waiting | Customers confused | Customers needing assistance | Customers angry |
| Customers asking for information | Customers with complaints | Customers with suggestions |  |

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| **Observation of Customers** | **Unmet Need** | **Unbundled Task** | **Benefit to Business** |
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| **Recommendations / Areas of Focus** | | | |
| *Look for:* | | | |
| Episodic duties | Easier tasks to perform | Material supply | Tool supply |
| Interruptions | Tasks that would make their job easier | Backed up tasks | Wasted motions |
| Fatigued workers | Frustrated workers | Tasks they don’t like doing | Tasks needing assistance |

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| **Employer’s recommendations and areas of focus** | **Frequency of Task** | **Unmet Need** | **Unbundled Task** | **Benefit to Business** |
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| **Matching Job Seeker’s Task List to Business Needs** | |
| List the Job Seeker’s potential tasks from his/her TASK LIST and compare with Employer Needs / Benefits. This occurs prior to negotiation with employer. | |
| **Job Seeker’s Task List** | **Observation of Employees** |
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| **Matching Job Seeker’s Task List to Business Needs** | |
| List the Job Seeker’s potential tasks from his/her TASK LIST and compare with Employer Needs / Benefits. This occurs prior to negotiation with employer. | |
| **Job Seeker’s Task List** | **Work Environment** |
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| **Matching Job Seeker’s Task List to Business Needs** | |
| List the Job Seeker’s potential tasks from his/her TASK LIST and compare with Employer Needs / Benefits. This occurs prior to negotiation with employer. | |
| **Job Seeker’s Task List** | **Observation of Customers** |
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| **Matching Job Seeker’s Task List to Business Needs** | |
| List the Job Seeker’s potential tasks from his/her TASK LIST and compare with Employer Needs / Benefits. This occurs prior to negotiation with employer. | |
| **Job Seeker’s Task List** | **Employer’s Recommendations /  Areas of Focus** |
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