



## Business and Hospitality Education Division Technical Standards

### Hospitality Management

#### Purpose Statement

All students in the Hospitality Management Program are expected to meet certain technical standards which are essential for successful completion of all phases of the program, and which reflect industry requirements and standards. To verify the student’s ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. Ability to meet the program’s technical standards does not guarantee a student’s eligibility for any certification exams, or successful completion of the program.

Technical Standard	Definition of Standards	Examples
<b>Critical Thinking/Problem Solving Skills</b>	Ability sufficient for classroom, lab and work in industry situations	<ul style="list-style-type: none"> <li>• Adjust recipe amounts and cooking times for quantity changes</li> <li>• Respond to kitchen, dining room, and hotel emergencies based on training and critical thinking</li> <li>• Produce and deliver food products or other guest requests according to time parameters indicated</li> <li>• Practice National Restaurant Association ServSafe sanitation standards</li> </ul>
<b>Interpersonal Skills</b>	Abilities sufficient to interact with individuals and groups from a variety of social, emotional, cultural and intellectual backgrounds	<ul style="list-style-type: none"> <li>• Participate in team projects with other students</li> <li>• Provide assistance to fellow students and instructors when requested</li> <li>• Maintain a cooperative spirit while working in a hot, crowded environment</li> <li>• Respect and care for fellow students and guests whose appearance, condition, beliefs, and values may conflict with your own</li> <li>• Demonstrate sufficient emotional health to perform under stress, exercise good judgment and promptly complete all academic and work based learning responsibilities</li> </ul>

Technical Standard	Definition of Standards	Examples
<b>Communication Skills</b>	Abilities sufficient for interaction with others in verbal and written form.	<ul style="list-style-type: none"> <li>• Speak and write clearly and distinctly</li> <li>• Give verbal directions or follow verbal directions from other members of the class or instructors</li> <li>• Demonstrate listening skills</li> </ul>
<b>Coping Skills</b>	Ability to maintain a state of harmony.	<ul style="list-style-type: none"> <li>• Solves personal and interpersonal problems</li> <li>• Minimizes stress and conflict</li> <li>• Balances internal needs and external demands</li> </ul>
<b>Mobility/Motor Skills</b>	Physical abilities sufficient to move in one's environment with ease and without restriction. Gross and fine motor abilities sufficient to provide safe and effective culinary procedures	<ul style="list-style-type: none"> <li>• Move safely between workstations near other students and equipment</li> <li>• Lift containers (bulk and prep) individually and in coordination with other students</li> <li>• Lift supplies from floor, pallet or table and place on storage racks</li> <li>• Remove supplies from storage racks above head at standard height</li> <li>• Hold containers such as pots and bowls while mixing and blending ingredients in those containers</li> <li>• Operate machinery and equipment safely and efficiently</li> <li>• Safely use knives and other commercial cooking equipment</li> <li>• Hand / eye coordination</li> <li>• Efficiently use whisking, dicing, and piping skills</li> <li>• Safely carry bus and beverage trays to guests</li> </ul>
<b>Auditory Skills</b>	Auditory abilities sufficient to work effectively and safely	<ul style="list-style-type: none"> <li>• Hear instructor's voice in a noisy kitchen/lab environment</li> <li>• Hear food preparation and equipment alarms</li> </ul>
<b>Visual Skills</b>	Visual ability sufficient for observation and assessment necessary in classroom, lab and industry situations	<ul style="list-style-type: none"> <li>• Read temperature and pressure gauges</li> <li>• Read ingredient labels</li> <li>• Read safety labels and warnings such as specific Safety Data Sheets (SDS)</li> </ul>
<b>Tactile Skills</b>	Tactile ability sufficient for assessment of food product	<ul style="list-style-type: none"> <li>• Taste, smell, and feel product to determine quality and doneness</li> </ul>

Technical Standard	Definition of Standards	Examples
<b>Environmental/Physical Strength and Stamina</b>	Possess the ability to tolerate environmental stressors and function safely	<ul style="list-style-type: none"> <li>• Lift and safely move pots, pans, stock pots, and small equipment such as vacuums and other cleaning supplies</li> <li>• Lift and move bags and boxes of supplies weighing up to 50 pounds</li> <li>• Stand and move safely in kitchen and dining areas during food preparation and service for up to six hours</li> <li>• Lift and transport trays with plated foods, china and small wares</li> <li>• Serve and clear tables where guests are seated</li> <li>• Complete cleaning responsibilities requiring stooping, bending, and climbing</li> </ul>
<b>Emotional/Behavioral</b>	Possess emotional stability sufficient to maintain composure in stressful situations and assume responsibility / accountability for actions.	<ul style="list-style-type: none"> <li>• Adapt rapidly to changing environment and/or stress</li> <li>• Calmly receive feedback</li> <li>• Demonstrate honesty and integrity beyond reproach</li> </ul>

In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless to do so would fundamentally alter the essential training elements, cause undue hardship, or produce a direct threat to the safety of the patient or student.

Asheville-Buncombe Technical Community College is invested in full compliance with the Americans with Disabilities Act (ADA). Support Services is part of Student Services and is located in the K. Ray Bailey Student Services Center. For detailed information or to request accommodations visit [www.abtech.edu/supportservices](http://www.abtech.edu/supportservices). An appointment is recommended prior to enrollment in order to discuss any special concerns.