

NORTHAMPTON COMMUNITY COLLEGE

The Essential Functions and Technical Guideline for Hotel Management will allow students to be informed of the physical, emotional, and psychological demands related to training and employment in the hotel industry.

For students to be successful in the **Hotel Management Option**, they must be able to demonstrate these essential functions with or without reasonable accommodations.

Motor Skills: Students must have the sufficient motor skills to:

- Stand for extended periods of time, usually anywhere between (2-7 hours in duration)
- Carry and lift material up to 20 pounds, move equipment from banquet rooms to kitchen
- Push and pull items around an area
- Regular bending, standing in one place, movement between rooms

Communication: Students must be able to communicate effectively through speech, language, computational literacy, reading, and writing.

- The ability to speak, read, write, and understand the primary language and terminology of the industry
- To be able to communicate effectively in verbal and written form with fellow students, instructors, and customers
- Ability to understand allergens and special instructions from guests

Hearing:

- Ability to hear and respond to oral commands by instructors and react quickly

Visual:

- Ability to read instructions on equipment, PMS/POS, and other service documents

Problem Solving:

- To be able to work at a fast pace without jeopardizing the safety of themselves or others
- To be able to react professionally ,as instructed by the professor or supervisor, during your shift to accommodate the needs of the guests

Ability to maintain emotional stability and perform daily practical tasks:

- To be able to function under the stress and adapt to changing situations
- To be able to maintain composure and professionalism at all times
- To be able to integrate knowledge and skills
- To be able to multi task in the service setting
- To be able to respect differences in fellow students and maintain good interpersonal skills
- Able to work in close proximity to other students

Note: In order to graduate from the Hospitality Management program, you must attend a scheduled new student orientation during your first or second semester.