

NORTHAMPTON COMMUNITY COLLEGE

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

For students to be successful in the **Restaurant Management Option**, they must be able to demonstrate these essential functions with or without reasonable accommodations. Servsafe certification is required in addition to the following:

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

- Stand for extended periods of time, usually anywhere between (2-7 hours in duration)
- Lift trays and kitchen material up to 20 pounds, move food and equipment from banquet rooms to kitchen
- Balance trays on shoulders and be able to reach above your head to retrieve items in the walk-ins and dry storage
- Work around various temperature conditions such as 100+degree heat (restaurant line)and /or 40-0 degree cold (walk in refrigerator and freezer)
- Operate small catering equipment safely. Examples include, coffee maker, chafing dishes, coffee urns, ice machine

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 commercial kitchen
- 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 and kitchen

Hearing:

- Ability to hear commands: "hot!" ,"behind you", knife", as well as , expeditor orders
- Ability to hear and respond to oral commands by instructors and react quickly

Visual:

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

Food Safety:

- To be aware of food borne illnesses and how they occur
- To be aware of cross contamination and the use of gloves
- To be able to maintain a safe and sanitary environment in the kitchen at all times
- To be able to detect smells- such as gas, smoke, or noxious odors

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 kitchen chef ,during service time 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 of the service period and kitchen 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, professors, and chefs in the kitchen