



BUSINESS AND HOSPITALITY DIVISION TECHNICAL STANDARDS

Our technical standards for have been developed to help students understand the minimum essential mental, physical, and behavioral skills necessary for participation in and completion of all core aspects of our curriculum. To participate in and successfully complete any program of study in the **Business and Hospitality Division** with or without reasonable accommodations, all students must be able to meet the following general technical standards:

1. Attend and participate in all classroom courses.
2. Have the ability to perform all course objectives in classroom or laboratory environments.
3. Communicate effectively and professionally when interacting with peer, faculty, other college personnel, guests and potential employers.
4. Have the ability to maintain the safety and well being of fellow students in all environments on campus, during internships, and at other college sponsored activities.
5. Acquire information from written documents and computer information systems (including literature searches and data retrieval), identify information presented in images from paper, videos, transparencies, slides, graphic images and all digital and analog representations.

HOSPITALITY PROGRAM TECHNICAL STANDARDS

The mission of the SUNY Delhi Hospitality Management Program is to teach students the general knowledge and specific skills necessary to grow into professional positions of influence and leadership in the hospitality industry (i.e., Hotel Resort Management, Restaurant Management, Culinary Arts, Travel and Tourism and Club Management).

To participate in and successfully complete the A.A.S. and/or B.B.A. degree each student with or without reasonable accommodations, must be able to:

1. Have the ability to sufficiently perform kitchen, lab, internship/work experience, dining room, and classroom activities and procedures. Examples of relevant activities include, but are not limited to, the ability to:
 - a. work in a refrigerated classroom;
 - b. transport food, that may be hot, and other culinary or baking product, equipment, small wares, and utensils;
 - c. transport trays with plated foods, small wares, and other items, and serve and clear tables where guests are seated;
 - d. safely pour and serve liquids and beverages, including hot liquids;
 - e. safely manage hot foods and other items coming out of a heat source;
 - f. safely use knives for food preparation and other commercial cooking, baking or serving utensils;
 - g. perform repetitive tasks required in the kitchen and food industry, such as whisking, dicing or piping;
 - h. follow and maintain the National Restaurant Associations Serve Safe Sanitation standards for safe food handling;
 - i. safely and effectively operate standard commercial cooking and foodservice equipment;
 - j. participate and/or work in an environment where commercial microwaves and convection ovens are being used continuously;
 - k. test and evaluate food and beverage products;
 - l. produce food products within the time parameters designed by a course objective within a class or for a hands on cooking or baking practical;
 - m. prepare different varieties of fish, seafood, beef, pork, chicken, lamb, venison or other meats, vegetable and fruit products;
 - n. prepare and bake/cook using different flours including all grains, as well as chocolate, fruits and nuts;
2. Attend and participate in all classroom courses;
3. Attend and participate in production kitchen classes, instructional kitchen classes, dining rooms, restaurants and/or laboratory classes or internship/work experience for a minimum of 8 consecutive hours per session and those sessions may start at different hours of the day.
4. Have the ability to meet for the hours required to fulfill the task and perform all course objectives that are essential in all classroom, laboratory, dining room, restaurants, internship/work experience and kitchen environments.
5. Communicate professionally when interacting with peers, faculty, staff, other college personnel, guests and employers. Examples of relevant communication activity include but are not limited to:
 - a. use communication skills;
 - b. utilization of the English language;

- c. ability to interpret communication from other people and respond in a professional fashion.
6. Have the ability to meet and perform all course objectives; in all classroom, laboratory, dining room, restaurants, internship/work experience and kitchen courses. Examples of cognitive ability include but are not limited to, the ability to:
 - a. demonstrate and participate in the mastery of the College's curriculum;
 - b. follow directions;
 - c. perform independently;
 - d. process information to prioritize tasks;
 - e. demonstrate skills recent and cumulative;
 - f. perform mathematical computations;
 - g. prepare essays, reports and research project, as well as other college level assignments;
7. Demonstrate the emotional, behavioral; and social attributes required to work individually and in teams within classrooms, laboratories, dining rooms, restaurants kitchen environments and internship/work experience. Examples of relevant activities include, but are not limited to, the ability to:
 - a. demonstrate develop professional working relationships with classmates, instructors, guests, employers, and others;
 - b. function under stress and regulate one's own reaction;
 - c. adapt to multiple situations and performing multiple tasks;
 - d. adhere to the College's student code of conduct;
 - e. focus and maintain attention on tasks;
 - f. ability to self-manage;
8. Have the ability to maintain the safety and well-being of fellow students without posing a safety threat to themselves or others in all environments on campus, during internship/work experience and other college sponsored trips.