

# Technical Standards

## Hospitality Foundations

In this program grouping, students should be able to meet specific technical standards, which are the essential skills and abilities needed to be successful in a program, with or without reasonable accommodation. It is important to review and understand these standards before applying to the program. All Technical Standards documents are available for review on the Northwood Tech website at: <https://www.northwoodtech.edu/technical-standards>

**This document should be reviewed prior to applying to the program.**

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services, and employment in accordance with Section 504 and 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, as amended. If accommodations are needed, contact the campus Accommodations Specialist or the Northwood Tech Affirmative Action/Equal Opportunity Officer, at [715-645-7042](tel:715-645-7042), TTY 711, 30 days in advance of needed assistance. Services available are documented on the Northwood Tech Accommodations webpage: [Accommodation Services | Northwood Technical College](#).

For more information, please see Administrative Procedure J-111A Reasonable Accommodation for Student.

AREA	STANDARD	EXAMPLES (NOT INCLUSIVE)
Physical Skills	<b>The student must demonstrate:</b> <ul style="list-style-type: none"><li>Gross motor skills to maneuver equipment, complete hospitality tasks, and to promote a safe environment.</li><li>Fine motor/dexterity to manipulate small objects and complete repetitive tasks.</li><li>Endurance, strength, mobility, balance, flexibility, and coordination to perform hospitality tasks.</li></ul>	<ul style="list-style-type: none"><li>Move in confined spaces, bend, stoop, twist, kneel, squat quickly without losing stability of balance</li><li>Reach above shoulders to access or replace equipment and supplies</li><li>Push, pull, lift and carry objects</li><li>Reach below waist (e.g. to plug in equipment and complete sanitary tasks)</li><li>Tolerate long periods of sitting, standing and or walking without becoming fatigued</li></ul>
Sensory Skills	<b>The student must demonstrate:</b> <ul style="list-style-type: none"><li>Vision sufficient for observation and assessment of safety standards.</li><li>Tactile, auditory, visual, and olfactory abilities and to promote a safe and sanitary environment.</li><li>Ability to tolerate exposure to odors and common allergens and cleaning chemicals.</li></ul>	<ul style="list-style-type: none"><li>Hear fire alarms and other emergency alert systems</li><li>Ability to visually detect loose nuts and bolts, frayed cords, dangerous areas, uneven surfaces, etc.</li><li>Tolerate exposure to disinfectants, soaps, cleaners, bleaches, etc.</li></ul>
Communication Skills	<b>The student must have the ability to:</b> <ul style="list-style-type: none"><li>Communicate effectively with others.</li><li>Observe, recognize, respond to, and use appropriate non-verbal communication.</li><li>Listen and respond to others in a nonjudgmental, respectful manner.</li><li>Speak, read, comprehend, interpret, and convey information.</li><li>Produce written work legibly, accurately, and in a timely manner.</li><li>Cope with strong emotions and adapt to unpredictable situations.</li></ul>	<ul style="list-style-type: none"><li>Understand charts, graphs, and manuals</li><li>Cope with own emotions</li><li>Speak loudly and at an understandable and conversational level</li><li>Listen and respond to others in an accepting and respectful manner</li></ul>

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Safety Skills	<b>The student must have the ability to:</b> <ul style="list-style-type: none"><li>• Apply knowledge, skills, and experience to provide a safe environment.</li><li>• Respond appropriately to threatening or emergent situations.</li><li>• Adhere to safety guidelines and regulations in a variety of hospitality settings.</li></ul>	<ul style="list-style-type: none"><li>• Wear personal protective equipment for safe practices (gloves, masks, eyewear)</li><li>• Adhere to safety/emergency protocols</li></ul>
Critical Thinking Skills	<b>The student must have the ability to execute the following skills in a timely/immediate manner:</b> <ul style="list-style-type: none"><li>• Problem solve creatively.</li><li>• Make decisions based on data and policy.</li><li>• Analyze, synthesize, and interpret information.</li><li>• Make safe and appropriate decisions, including when under stressful situations.</li><li>• Perform basic mathematical skills.</li></ul>	<ul style="list-style-type: none"><li>• Apply knowledge and skills learned in the classroom to a work setting</li><li>• Comprehend and follow instructions</li><li>• Follow a process from start to finish, sequence information</li><li>• Maintain focus in an environment with distractions</li></ul>
Professionalism	<b>The student must demonstrate:</b> <ul style="list-style-type: none"><li>• Integrity, moral reasoning, ethical behaviors, and concerns for others.</li><li>• Respect for diverse populations.</li><li>• Ability to adapt to changing environments.</li><li>• Ability to function effectively under stress.</li><li>• Confidentiality when working with diverse individuals and communities.</li><li>• Ability to accept constructive feedback and responsibility for own actions.</li></ul>	<ul style="list-style-type: none"><li>• Establish a professional working relationship with coworkers, peers, instructors, and managers</li><li>• Demonstrate impulse control and professional level of maturity</li><li>• Ability to accept constructive feedback</li><li>• Prepared to work on time</li></ul>

Northwood Technical College does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to manage inquiries regarding the non-discrimination policies: Amanda Gohde, Associate Vice President, Talent & Culture, 1900 College Drive, Rice Lake WI 54868; [Amanda.Gohde@NorthwoodTech.edu](mailto:Amanda.Gohde@NorthwoodTech.edu), phone: 715-645-7042.

*This document was adapted from Waukesha County Technical College.*