

TECHNICAL STANDARDS

Customer Relationship Professional | Hospitality Assistant | Hospitality Management

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 Mid-State Technical College website. (Go to <https://www.mstc.edu/programs> and select the program.)

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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 Disability Services coordinator at 888.575.6782, TTY 711, at least two weeks in advance of needed assistance. Services available are documented at <https://www.mstc.edu/student-services/disability-services>.

For more information, please see Mid-State Technical College's Equal Opportunity/Non-Discrimination Policy.

STANDARD	DEFINITION OF STANDARD	EXAMPLE(S) OF TECHNICAL STANDARD
Critical Thinking Skills	<ul style="list-style-type: none">• Ability to demonstrate critical-thinking ability sufficient for collecting, analyzing, and integrating information and knowledge to make safe judgments and decisions that promote positive outcomes and professional behavior.• Ability to follow policies and procedures required by employers and academic settings.• Ability to organize and prioritize tasks.• Ability to respond appropriately to emergencies.	<ul style="list-style-type: none">• Apply broad concepts to menu production.• Concentrate to perform recipes.• Recognize the need to consult with leadership and peers on substitutions in recipes.• Demonstrate problem-solving skills.• Anticipate needs for recipes, peers and customers and respond appropriately.• Prioritize customer's needs.• Ability to problem solve complex situations while maintaining a professional demeanor.
Mobility/Motor Skills	<ul style="list-style-type: none">• Ability to lift and transport food, as well as other culinary or baking product, equipment, small wares, and utensils.• Ability to safely use knives for food preparation as well as other commercial cooking, baking, or serving utensils.• Ability to lift pots, pans, and other cooking equipment up to 25 pounds in weight.• Ability to move expeditiously around the dining room, kitchen, and storage areas for up to five hours at a time.	<ul style="list-style-type: none">• Sit, stand, walk and maintain balance at varying intervals.• Bend, stretch, squat, twist, kneel and reach.• Good hand-eye coordination.• Arm-hand steadiness.• Move in confined spaces.

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	<ul style="list-style-type: none"> • Ability to stand and exert well-paced mobility for periods of up to five hours in length. • Ability to demonstrate gross and fine motor abilities sufficient to perform safe and effective kitchen duties and respond to unexpected situations in a timely manner. • Ability to sufficiently pull and push equipment. 	
Tactile Skills	<ul style="list-style-type: none"> • Ability to detect hot and cold temperatures. • Ability to detect differences in texture. 	<ul style="list-style-type: none"> • Finger and manual dexterity (squeeze, grasp, twist, pinch, and manipulate small objects).
Auditory Skills	<ul style="list-style-type: none"> • Ability to hear information. 	<ul style="list-style-type: none"> • Hear orders and warnings.
Visual Skills	<ul style="list-style-type: none"> • Ability to demonstrate visual acuity sufficient to acquire information from instructions, documentation, invoices, and sales tickets. • Ability to demonstrate sufficient depth perception and peripheral vision for safe kitchen practices. • Ability to demonstrate visual acuity sufficient for safety, workspace, and gathering of materials. 	<ul style="list-style-type: none"> • Ability to visually detect equipment displays. • Ability to visually detect environmental hazards. • Detect objects, symbols and numbers both near and far. • Detect and identify different colors.
Communication Skills	<ul style="list-style-type: none"> • Ability to speak, read, comprehend, and write for clear and effective communication. 	<ul style="list-style-type: none"> • Ability to discuss and ask questions regarding timing and quantity of food needed. • Ability to convey information in a clear, professional and timely manner. • Listen and respond to others in an accepting and respectful manner. • Discuss details and ask questions regarding daily production needs. • Listen and respond to others in a nonjudgmental, respectful manner. • Awareness of non-verbal communication.

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		<ul style="list-style-type: none"> • Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information.
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to tolerate demanding workloads effectively under stress. • Ability to maintain professional composure in a variety of scenarios. 	<ul style="list-style-type: none"> • Exhibit positive interpersonal skills in all interactions. • Demonstrate ability to work as a team member. • Work independently and in team.
Behavioral Skills	<ul style="list-style-type: none"> • Ability to maintain professional conduct and appearance. • Ability to demonstrate respect for individual differences. • Ability to function effectively under stress and time constraints. 	<ul style="list-style-type: none"> • Work in an environment with potentially dangerous equipment. • Demonstrate adherence to safety guidelines and regulations. • Recognize potentially hazardous conditions and take appropriate actions. • Utilize personal protective equipment (gloves and hair covering). • Operate equipment, adhering to safety standards. • Identify and resolve unsafe situations. • Be familiar with and follow emergency procedures. • Maintain and adhere to federal and state food code regulations. • Demonstrate appropriate impulse control and professional level of maturity. • Adhere to attendance, dress code, and personal hygiene protocol. • Display integrity, honesty, respect, reliability and accountability.

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		<ul style="list-style-type: none">• Accept and utilize constructive feedback to enhance personal and professional growth.• Respond to challenging situations while maintaining composure and professionalism.
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Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President – Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715.422.5325 • AAEO@mstc.edu.