

Essentials Functions & Technical Guideline for HREM

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

For students to be successful in the hospitality industry they must be able to demonstrate these essentials 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). Walk through and around venues without breaks up to 2 hours.
- Carry and lift material up to 20 pounds, move food & equipment from banquet rooms to kitchen.
- Push & pull items around an area.
- RESTAURANT – 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 regarding a given meeting or special event.
- 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 and respond to oral commands by instructors and react quickly. Examples include “hot!”, “behind you”, “knife”, as well as, expeditor orders.

Visual:

- Ability to read instructions and materials pertaining to producing an event.
- Ability to read instructions on equipment, PMS/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.



**HOTEL, RESTAURANT,
& EVENT MANAGEMENT**

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 service time to accommodate the needs of guests.

Ability to maintain emotional stability and perform daily practical tasks:

- To be able to function under stress of the service period 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 venue and kitchen staff.

Transportation:

- Ability to get to and from various venues with the Lehigh Valley and Pocono areas.

NOTE: In order to graduate from the Hotel, Restaurant, & Event Management Program, you must attend a scheduled Hospitality New Student Orientation during your first semester.