

I. COURSE DESCRIPTION:

This course will introduce students to the key components involved in the design and management of hospitality facilities. The student will acquire knowledge of the following: the nature of hospitality facilities, maintenance needs, the primary facility systems, lodging and food service design and renovation. Today's growing hospitality industry requires managers who understand the basic elements of facility design and renovation. This course provides Northern Ontario Hospitality and Tourism Institute students the required knowledge to become successful managers in the field of hospitality.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Identify and discuss the role, cost and management of hospitality facilities through the completion of class discussions, tests and assignments.

Potential elements of the performance:

- describe the role of facilities in the hospitality industry
- outline the costs associated with hospitality facilities
- assess the impact of facility design on facility management
- state the goals of maintenance management systems

This learning outcome will constitute approximately 5% of the final mark.

2. Apply knowledge and show understanding of the major facility systems through the completion of class discussions, tests and assignments.

Potential elements of the performance:

- describe the basic structure of water and wastewater systems
- discuss heating, ventilating, and air conditioning systems
- explain the importance of colour rendition, safety, and emergency lighting in lighting system design
- describe the telecommunications systems used in hotels

This learning outcome will constitute approximately 5% of the final mark.

3. Support the provision of healthy, safe, and well-maintained hospitality environments.

Potential elements of the performance:

- outline how building design and maintenance affect safety
- propose procedures for preventing and responding to injuries and loss
- apply a preventative approach for safety, sanitation, and maintenance of facilities, equipment, and supplies
- liaise with plant engineering and maintenance functions to assist in waste and energy management and the monitoring of facilities

This learning outcome will constitute approximately 5% of the final mark.

4. Research and identify the key elements to waste management in the hospitality industry through the completion of tests and assignments.

Potential elements of the performance:

- describe ways in which the hospitality industry can reduce the amount of solid waste it generates
- discuss food service equipment maintenance describe various ways to reduce guestroom energy costs

This learning outcome will constitute approximately 5% of the final mark.

5. Apply knowledge of the key elements in facility planning and design through the completion of tests and assignments.

Potential elements of the performance:

- identify typical utilities used in hospitality facilities
- explain the hotel development process
- develop a food service facility layout
- distinguish among types of hotel renovations

This learning outcome will constitute approximately 5% of the final mark.

6. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

Potential elements of the performance:

- solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- identify various methods of increasing professional knowledge and skills
- apply principles of time management and meet deadlines
recognize the importance of the guest, the server-guest relationship, and the principles of good service

This learning outcome will constitute approximately 5% of the final mark.

III. TOPICS:

Note: These topics sometimes overlap several areas of skill development And are not necessarily intended to be explored in isolated learning units or in the order below.

1. the role, cost and management of hospitality facilities
2. managing maintenance needs
3. water and wastewater systems
4. electrical systems
5. heating, ventilating and air conditioning systems
6. lighting systems
7. safety and security systems
8. waste management
9. food service equipment
10. energy management
11. the building and exterior facilities
12. parking areas
13. lodging planning and design
14. food service planning and design
15. renovation
16. ergonomics

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Stipanuk, Hospitality Facilities Management and design. 2nd ed. The Educational Institute of the American Hotel and Lodging Association, East Lansing, 2002.

V. EVALUATION PROCESS/GRADING SYSTEM:

4 Tests (each worth 18 %)	72%
Project	20%
Student professionalism (Dress code, attendance, conduct)	8%
Total	<u>100%</u>

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50-59%	1.00
F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.	
W	Student has withdrawn from the course	

without academic penalty.

ASSIGNMENTS:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided in advance.

TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor **prior** to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

VI. SPECIAL NOTES:**Dress Code**

All students are required to wear their uniforms (black & white) while in the hospitality and tourism institute, both in and out of the classroom.

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Disclaimer for meeting the needs of learners:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's Office

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.