

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

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- 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

- 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

- 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

- 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

- 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

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.

- the role, cost and management of hospitality facilities
- managing maintenance needs
- water and wastewater systems
- electrical systems
- heating, ventilating and air conditioning systems
- lighting systems

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- telecommunication systems

- safety and security systems
- waste management
- food service equipment
- energy management
- the building and exterior facilities
- parking areas
- lodging planning and design
- food service planning and design
- renovation

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Roffmann and Stipanuk, Facilities Management. 2nd ed. The Educational Institute of the American Hotel and Motel Association, East Lansing, 1996.

V. EVALUATION PROCESS/GRADING SYSTEM

FINAL GRADE REPORTING

A+	90% - 100%	Consistently outstanding
A	80% - 89%	Outstanding Achievement
B	70% - 79%	Consistently Above Average
C	60% - 69%	Satisfactory
R	Below 60%	Repeat - objectives have not been met
CR	Credit exemption	
X	A temporary grade, limited to extenuating circumstances, giving a student additional time to complete course requirements	

NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.

EVALUATION

3 Tests (20% each)	60%
Project	25%
2 Assignments (2.5% each)	5%
Student Professionalism (dress code, attendance, participation)	10%
Total	<u>100%</u>

GUIDELINES RE GRADING:

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 typed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless the student and the professor have come to an agreement prior to the due date.

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 while in the hospitality and tourism institute, both in and out of the classroom.

Special Needs

If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.

Plagiarism

Students should refer to the definition of "academic dishonesty" in the "Statement of 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, as may be decided by the professor.

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 post-secondary institutions.

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Course Modification

The professor reserves the right to modify the course as deemed necessary.

Substitute course information: available at Registrar's Office.

VII. Prior Learning Assessment

Students who wish to apply for advanced credit in the course should consult the instructor.