

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE	FACILITY DESIGN AND PLANNING		
CODE NO	HMG241	SEMESTER:	IV
PROGRAM:	HOTEL & RESTAURANT MANAGEMENT		
AUTHOR	DAVID WRIGHT		
DATE:	JANUARY, 1994		
PREVIOUS OUTLINE DATED:	JANUARY, 1993		

New	Revision:	X
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APPROVED:		
DEAN, SCHOOL OF BUSINESS & HOSPITALITY		DATE

COURSE NAME

COURSE CODE

Course Description:

This course is designed to provide the student with the ability to organize and implement a full maintenance program for any size hospitality environment. The techniques of decision making analysis under real life pressures will be presented through case studies and student presentations. Consideration of environmentally friendly maintenance techniques will be incorporated.

Learning Objectives:

Upon completion of this course, the student will:

- be able to organize a system of regular cleaning procedures for any hospitality environment
- be familiar with basic maintenance of all electrical, mechanical, heating, air conditioning, and general small appliances found in a standard hospitality environment
- be familiar with basic decision making/problem solving techniques such as Kepner/Tregoe, Ishikawa diagrams and Pareto charts to respond to daily problems and emergencies
- negotiate and understand contracts for both cleaning and repairs or maintenance to all areas under his/her control
- know when and whom to call in various situations of breakdown and/or emergency
- understand the environmental impact of detergents, cleaners, solvents, etc. and alternate choices available on the market
- generally enter any of the many hospitality environments the student may find himself upon graduation and successfully be able to maintain the physical plant and equipment entrusted to him/her in an orderly, efficient, and professional manner

TEXTS AND REFERENCES:

A list of texts, references, materials and sources will be presented throughout the course at various times.

MAIN TOPICS:

This course encompasses two main modules or themes:

- 1 - Maintenance
- 2 - Situation Management

They will be blended in each class session with the class often split up into teams for gathering and analyzing data.

- WEEK 1** Student expectations and histories
Course introduction
Organizational techniques (blocking)
Assignment of facility or food lab
Inventory of facility and equipment
Discussion of scheduling techniques
ASSIGNMENT #1
- WEEK 2** Introduction to decision making/problem solving
analysis
Introduction to electricity
Physical (revue of assigned facility)
Review of assignment #1
Introductory Case Study (no marks)
- WEEK 3** How to decrease your hydro bill (P.U.C.)
- meter reading
- demand vs load
- lighting
- timing devices
- purchasing considerations
Electrical equipment maintenance and safety (practical)
Case Study #1 assigned
Assignment #1 handed in
- WEEK 4** Introduction to refrigeration and cooling (theory)
Common plumbing problems and repairs (practical)
Case Study #1 handed in
Test on "How to decrease your hydro bill"
- WEEK 5** Gas appliances and equipment (Centra Gas)
- how gas bills are calculated
- safety features of gas and proper handling
- how to recognize gas problems & what to do
Maintenance of refrigeration and cooling equipment
(practical)
Case Study #2 assigned
Test on theory of refrigeration and cooling
Maintenance of assigned facility in areas covered

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- WEEK 6:**
- How to handle common emergencies (St. John's Ambulance)
 - Common refrigeration and cooling problems (practical)
 - Test on Centra Gas speaker
 - Discussion on Case Study #1
 - Maintenance of assigned facility
- WEEK 7:**
- Introduction to blueprints (Dave Ellis & Associates)
- WEEK 8:**
- Test on blueprints
 - Evaluation of course to-date and discussion
 - Discussion on Case Study #1
 - Assignment of Case Study #2
- WEEK 9:**
- Practical on cooling and refrigeration
 - Introduction to environmental factors
 - Discussion on Case Study #2
- WEEK 10**
- Introduction to future problem/opportunity analysis
 - Individual practical testing begins
 - Case Study #2 handed in
- WEEK 11**
- Common police situations (city police department)
 - Introduction to LLBO regulations
 - Case Study #3 assigned
- WEEK 12:**
- Common Department of Health problems (city)
 - Test on police situation
 - Individual practical testing
- WEEK 13:**
- Air quality (Garland)
 - Balancing systems
 - Recycling systems
 - Rate of exchange
 - Test on Department of Health

- WEEK 14** Team building and management
 - empowerment
 - decision makingDeming's points
Test on air quality
Individual testing
Case Study #3 handed in
Case Study #4 assigned

- WEEK 15** Problems with pools in Hotels, etc (Pool Company)
Review Case Study #3
Individual practical testing

- WEEK 16** Hand in Case Study #4
Review Case Study #4
Review problem or difficult areas
Evaluation of course

This schedule is a guideline only. The course will be altered to suit the student's best learning rates and the availability of experts and other speakers. The assignment dates given throughout the semester will override this outline.

EVALUATION:

Given the nature of the course and its emphasis on skill development, students will be asked to attend and participate in all classroom activities, as well as complete all assignments and case studies.

Assignment 1	20%
Assignment 2	10%
Case Studies 1-4	20%
Tests	20%
Practical Testing	10%
Classroom Participation	20%
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	100%

Assignments and case studies will be due on the dates scheduled
Details will be available during the semester.

LETTER GRADE**PERCENTAGE ATTAINED**

A+	90-100% - consistently outstanding quality
A	80- 89% - outstanding quality
B	70- 79% - consistently above average
C	60- 69% - satisfactory or acceptable
R	0- 60% - incomplete or repeat