

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: HOSPITALITY FACILITY MANAGEMENT

CODE NO. : HOS202 **SEMESTER:** 3 or 4

PROGRAM: CULINARY MANAGEMENT PROGRAM
HOSPITALITY MANAGEMENT – HOTEL AND
RESORT PROGRAM
RESORT OPERATIONS PROGRAM

AUTHOR: Sault College

DATE: Sept. 2006 **PREVIOUS OUTLINE DATED:**

APPROVED: _____

| | DEAN | DATE |
|--|------|------|
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TOTAL CREDITS: 3

PREREQUISITE(S): NONE

HOURS: 3 hours per week

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For additional information, please contact the Dean of Continuing Education, Contract Training and Hospitality
(705) 759-2554, Ext. 2405

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 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.

Demonstrate a basic understanding and appreciation of hospitality facilities in relations to their existence, design, associated costs, management tools, and environmental concerns.

Elements of the performance:

- Discuss the role of hospitality facilities
 - Compare and justify costs associated with hospitality facilities
 - Consider the impact of facility design on facility management
 - Relate to management's responsibilities
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- Describe facilities maintenance and repair.
 - Consider maintenance management systems.
 - Discuss computerized and Internet-based facilities management
 - Discuss budgeting for POM and utilities
 - Explain contract services
 - Describe responsibility accounting
 - Explain CapEx management
 - Argue the need for facilities benchmarking
 - Justify personnel management in maintenance
 - Consider training and certification

- Consider basic facilities-related concerns associated with guestrooms and corridors.
- Discuss the basic facilities-related concerns associated with public space and recreation and exterior areas.
- Describe the basic facilities-related concerns associated with the back of the house.
- Consider basic facilities-related concerns associated with a building's structure and exterior.

- Discuss motivations for Environmental Concern
- Consider waste minimization and management
- Relate conservation and management
- Discuss water management
- Discuss transport within the hospitality industry
- Discuss land-use planning and management
- Consider involvement of different stakeholders
- Discuss design for sustainability
- Relate to the need for partnerships

2. **Identify and reason key elements of facilities physical systems, as well as their reasons and application concerns in relation to water-, electrical-, HVAC-, and lighting systems.**

Elements of the performance:

- Discuss water usage in the lodging industry
- Contrast water systems
- Describe water quality
- Explain discharge/sewage water systems
- Evaluate different water heating methods
- Assess water system maintenance concerns
- Consider water for entertainment and recreation
- Describe water conservation

- Demonstrate a basic knowledge of electrical systems
- Relate electrical system design and operating standards
- Contrast electrical system and equipment maintenance
- Describe electrical system components

- Interpret electric utility billing and explain building operations
- Argue benefits and disadvantages of the electric utility deregulation

- Discuss factors influencing building thermal comfort
- Compare heating sources and equipment
- Describe cooling sources and equipment
- Identify guestroom HVAC concerns
- Relate to other HVAC components

- Consider basic definitions
- Identify light sources
- Interpret lighting system design
- Relate to lighting systems maintenance
- Support energy conservation opportunities

3. **Identify major essential kitchen equipment and their applicable uses and maintaining needs.**

Elements of Performance

- Contrast types of food service equipment for their uses
- Explain the reasons for maintaining of food service equipment
- Consider equipment consultants and contractors

4. **Identify major components of the facility's outer envelope and exterior facilities and relating concerns to maintaining these components.**

Elements of Performance

- Describe major components of the building, such as the roof, exterior walls, windows and doors, structural frame, foundation, and elevators
- Relate to major components of the exterior facilities, such as parking areas, features of concrete and asphalt, storm water drainage, and landscaping.

5. **Identify and describe major components and concepts of hospitality facility design, with a concentration on food service planning and design.**

Elements of Performance

- Describe the development process for hospitality facilities.
- Describe site planning
- Relate to the planning and design process hospitality facilities

- Summarize the concept development of a restaurant
- Explain the role of the project planning team
- Consider the design of function areas in a restaurant
- Justify and evaluate finished blueprints

6. Understand and discuss various reasons for and types of renovations within the hospitality industry, including the various stages involved.

Elements of Performance

- Discuss reasons for renovations
- Describe different types of renovation
- Relate to the renovation plan and its phases
- Consider after renovation issues

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

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

1. Stipanuk, David M. (2002). Hospitality Facilities Management and Design. 2nd Edition. Educational Institute of the American Hotel & Lodging Association. ISBN: 0-86612-191-9

V. EVALUATION PROCESS/GRADING SYSTEM:

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| 3 Tests (each worth 24 %) | 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.