

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

PROGRAM: Culinary Management

Hospitality Management – Hotel and Resort

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DATE: May 2009 **PREVIOUS OUTLINE DATED:** June . 2008

APPROVED: "Penny Perrier" May 14/09

		CHAIR	DATE
TOTAL CREDITS:	3		

PREREQUISITE(S): NONE

HOURS: 4 hours per week

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*For additional information, please contact **Penny Perrier**, Chair of School of Hospitality*
(705) 759-2554, Ext. 2754

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:

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% and 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 limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

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.

Without proper uniform, classroom access will be denied

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.

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.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”, (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. 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.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of *November* will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.