

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



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 2011 **PREVIOUS OUTLINE DATED:** May 2010
APPROVED: "Penny Perrier" June/11

	CHAIR	DATE
TOTAL CREDITS:	3	

PREREQUISITE(S): NONE

HOURS: 4 hours per week

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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

- 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. 3rd 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

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.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.