

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

COURSE OUTLINE

COURSE OUTLINE: FACILITY DESIGN AND PLANNING

CODE No: HMG241

PROGRAM: HOTEL AND RESTAURANT MANAGEMENT

SEMESTER: IV

DATE: MARCH 2,199 3

AUTHOR: J.E. FRUCHTER

NEW

REVISION: X

APPROVED

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DATE: 73 03(ft)

Course Descripton:

This course is designed to provide the student with the ability to organize and implement a full maintenance programme 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 wwith 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 in upon graduation and sucessfully 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 analysing 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 & proper handling
- how to recognize gas problems & what to do.
- Maintenance of refrigeration & cooling equipment (practical)
- Case Study 2 assigned
- Test on theory of refrigeration & cooling
- Maintenance of assigned facility in areas covered.

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

NOTE: From this point on all classes will be 2 hours in length rather than 3 as has been the case till now.

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 situations
Individual practical testing

Week 13: Air quality (Garland)
-balancing systems
-recycling systems
-rate of exchange
Test on department of health

Week 14: Team building & management
-empowerment
-trust
-decision making
-Deming'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 STUDENTS 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 it's 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%
CASE STUDIES 1-4	30%
TESTS	20%
PRACTICAL TESTING	10%
CLASSROOM PARTICIPATION	20%
	100%

ASSIGNMENTS AND CASE STUDIES WILL BE DUE ON THE DATES SCHEDULED. DETAILS WILL BE AVAILABLE DURING THE SEMESTER.