Course Description

Examination of hospitality property management and design. Includes all of the primary facility systems such as water and wastewater, electrical, HVAC, lighting, laundry, solid waste management, telecommunications, food service, energy management, and safety and security.

Course Textbook


Course Learning Objectives

Upon completion of this course, students should be able to:

1. Identify a number of important roles played by hospitality facilities, and state management's responsibilities with regard to facility management.
2. Summarize the basic responsibilities of the facilities department and the facilities manager.
3. Describe the types of maintenance, state the goals of maintenance management systems, and describe computerized and Internet-based facilities management.
4. Identify the basic facilities-related concerns associated with guestrooms, corridors, public space areas, recreation and exterior areas, and back-of-the-house areas.
5. Describe sustainability and its role in the overall business strategy of hospitality operation.
6. Explain how building design and maintenance affect safety.
7. Outline water usage levels and patterns in the lodging industry, and describe the basic structure of water and wastewater systems.
8. Describe electrical system components: fuses and circuit breakers; distribution panels and wiring; electric motors, controls, and drive elements; electronic equipment; emergency power systems; and electrical maintenance equipment.
9. Describe the basic elements of human comfort and how HVAC systems affect this comfort.
10. Define basic lighting terms, explain how natural light can be used to meet a building's lighting needs, and describe common artificial light sources.
11. Describe laundry equipment, layout, utilities, and maintenance.
12. Identify types of hotel telephone equipment, telephone lines, and telephone services.
13. Identify and describe food preparation and cooking equipment.
14. Describe a building's roof, exterior walls, windows and doors, structural frame, foundation, elevators, parking areas, storm water drainage systems, utilities, and landscaping and grounds, along with preventive maintenance strategies and inspection tips.
15. Describe the hotel development process and explain how the various elements of a hotel — guestrooms, lobbies, food and beverage outlets, back-of-the-house areas, and so on—are planned and designed.
16. Summarize the concept development process for food service facilities, and describe design issues in the receiving, storage, kitchen, dining room, employee, and office areas.
17. List typical reasons for renovating a hotel, summarize the life cycle of a hotel, and describe types of renovation.

Credits

Upon completion of this course, the students will earn three (3) hours of college credit.
Course Structure

1. **Unit Learning Objectives**: Each unit contains learning objectives that specify the measurable skills and knowledge students should gain upon completion of the unit.
2. **Written Lectures**: Each unit contains a Written Lecture, which discusses lesson material.
3. **Reading Assignments**: Each unit contains reading assignments from one or more chapters from the textbook. Chapter presentations are provided in each unit study guide as Supplemental Reading to aid students in their course of study.
4. **Learning Activities (Non-Graded)**: Each unit study guide contains non-graded Learning Activities provided to aid students in their course of learning.
5. **Key Terms**: Key terms are intended to guide students in their course of study. Students should pay particular attention to key terms as they represent important concepts within the unit material and reading.
6. **Assessments**: Each unit contains a unit assessment to be completed at the end of the unit. These contain both objective and subjective type questions.
7. **Article Critique**: Information and specifications regarding this assignment are provided below.
8. **Ask the Professor**: This communication forum provides you with an opportunity to ask your professor general or course content related questions.
9. **Student Break Room**: This communication forum allows for casual conversation with your classmates.

Article Critique

**Directions**: Initially review the issues currently happening in the hospitality and tourism industry, such as economic challenges, market competition, building and expansion concerns, and the like. Then select an issue of your choice and search the CSU Online Library for two articles pertaining to facilities and design management. The articles should be less than three years old and exceed three pages in length. Analyze and evaluate the articles as to their relevance in today’s marketplace and organize your Article Critique as follows:

- **Part 1** of the critique consists of the identification of the articles. Be certain that you provide readers with enough information about the articles so they will be able to locate the articles.

- **Part 2** presents an abstract of each article in which you briefly summarize the main points the author established.

- **Part 3** offers your actual critique of the articles. You are to provide your reaction (insightful, critical, and logical) to the points the authors made. A simple statement of agreement or disagreement is not sufficient. While you may make such a statement by way of an introduction to your reaction, you must clearly and logically state the reasons for the position you have taken toward the data presented within the articles.

Required length of your paper: minimum of 1,000 words. Use APA formatting and documentation. You should begin work on this assignment during Unit V.

**This assignment will constitute 20% of your course grade and is due in Unit VIII.**

Submit your paper by uploading it through the link provided in Unit VIII. Do not e-mail your paper directly to your professor. Your university record will automatically be updated to indicate you have submitted your paper and the paper will be sent to your professor for grading.

APA Guidelines

CSU requires that students use the APA style for papers and projects. Therefore, the APA rules for formatting, quoting, paraphrasing, citing, and listing of sources are to be followed. A document titled “APA Guidelines Summary” is available for you to download from the APA Guide Link, found in the Learning Resources area of the myCSU Student Portal. It may also be accessed from the Student Resources link on the Course Menu. This document provides links to several internet sites that provide comprehensive information on APA formatting, including examples and sample papers.
CSU Grading Rubric for Papers/Projects

The course papers will be graded based on the CSU Grading Rubric for all types of papers. In addition, all papers will be submitted for electronic evaluation to rule out plagiarism. Course projects will contain project specific grading criteria defined in the project directions. To view the rubric, click the Academic Policies link on the Course Menu, or by accessing the CSU Grading Rubric link, found in the Learning Resources area of the myCSU Student Portal.

Communication Forums

These are non-graded discussion forums that allow you to communicate with your professor and other students. Participation in these discussion forums is encouraged, but not required. You can access these forums with the buttons in the Course Menu. Instructions for subscribing/unsubscribing to these forums are provided below.

Once you have completed Unit VIII, you MUST unsubscribe from the forum; otherwise, you will continue to receive email updates from the forum. You will not be able to unsubscribe after your course end date.

Click here for instructions on how to subscribe/unsubscribe and post to the Communication Forums.

Ask the Professor

This communication forum provides you with an opportunity to ask your professor general or course content questions. Questions may focus on Blackboard locations of online course components, textbook or course content elaboration, additional guidance on assessment requirements, or general advice from other students.

Questions that are specific in nature, such as inquiries regarding assessment/assignment grades or personal accommodation requests, are NOT to be posted on this forum. If you have questions, comments, or concerns of a non-public nature, please feel free to email your professor. Responses to your post will be addressed or emailed by the professor within 48 hours.

Before posting, please ensure that you have read all relevant course documentation, including the syllabus, assessment/assignment instructions, faculty feedback, and other important information.

Student Break Room

This communication forum allows for casual conversation with your classmates. Communication on this forum should always maintain a standard of appropriateness and respect for your fellow classmates. This forum should NOT be used to share assessment answers.

Grading

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<tr>
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<td>Article Critique</td>
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Course Schedule/Checklist (PLEASE PRINT)

The following pages contain a printable Course Schedule to assist you through this course. By following this schedule, you will be assured that you will complete the course within the time allotted.
By following this schedule, you will be assured that you will complete the course within the time allotted. Please keep this schedule for reference as you progress through your course.

### Unit I
**The Role, Cost, and Management of Hospitality Facilities and Management Tools, Techniques and Trends**

- **Review:**
  - Unit Study Guide
  - Learning Activities (Non-Graded): See information below Written Lecture

- **Read:**
  - Chapter 1: The Role, Cost, and Management of Hospitality Facilities
  - Chapter 2: Hospitality Facilities Management Tools, Techniques, and Trends
  - Supplemental Reading: See information below Written Lecture

- **Submit:**
  - Assessment

**Notes/Goals:**

### Unit II
**Environmental and Sustainability Management**

- **Review:**
  - Unit Study Guide
  - Learning Activities (Non-Graded): See information below Written Lecture

- **Read:**
  - Chapter 3: Environmental and Sustainability Management
  - Supplemental Reading: See information below Written Lecture

- **Submit:**
  - Assessment

**Notes/Goals:**

### Unit III
**Facility Systems, Part I: Safety and Security Systems and Water and Wastewater Systems**

- **Review:**
  - Unit Study Guide
  - Learning Activities (Non-Graded): See information below Written Lecture

- **Read:**
  - Chapter 4: Safety and Security Systems
  - Chapter 5: Water and Wastewater Systems
  - Supplemental Reading: See information below Written Lecture

- **Submit:**
  - Assessment

**Notes/Goals:**
### Unit IV
**Facility Systems, Part II: Electrical Systems and HVAC Systems**

**Review:**
- ☐ Unit Study Guide
- ☐ **Learning Activities (Non-Graded):** See information below Written Lecture

**Read:**
- ☐ Chapter 6: Electrical Systems
- ☐ Chapter 7: Heating, Ventilating, and Air Conditioning Systems
- ☐ **Supplemental Reading:** See information below Written Lecture

**Submit:**
- ☐ Assessment

**Notes/Goals:**

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### Unit V
**Facility Systems, Part III: Lighting Systems and Laundry Systems**

**Review:**
- ☐ Unit Study Guide
- ☐ **Learning Activities (Non-Graded):** See information below Written Lecture

**Read:**
- ☐ Chapter 8: Lighting Systems
- ☐ Chapter 9: Laundry Services
- ☐ **Supplemental Reading:** See information below Written Lecture

**Submit:**
- ☐ Assessment

**Notes/Goals:**

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### Unit VI
**Facility Systems, Part IV: Food Service Equipment and Building Structure, Finishes and Site**

**Review:**
- ☐ Unit Study Guide
- ☐ **Learning Activities (Non-Graded):** See information below Written Lecture

**Read:**
- ☐ Chapter 10: Food Service Equipment
- ☐ Chapter 11: Building Structure, Finishes, and Site
- ☐ **Supplemental Reading:** See information below Written Lecture

**Submit:**
- ☐ Assessment

**Notes/Goals:**
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<th>Unit VII</th>
<th>Facility Design, Part I: Lodging Planning and Design and Food Service Planning and Design</th>
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Notes/Goals:

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