

**CENTRAL TEXAS COLLEGE**  
**HAMG 2337**  
**HOSPITALITY FACILITIES MANAGEMENT**

**Semester Hours Credit: 3**

**INSTRUCTOR:** \_\_\_\_\_

**OFFICE HOURS:** \_\_\_\_\_

**I. INTRODUCTION**

- A. Identification of hospitality building systems and facilities: to include sustainability and risk management.
- B. HAMG 2337, Hospitality Facilities Management, is a required course for the Hotel Management Degree, Food and Beverage Management Degree. It is also required for the Property Management Advanced and the Food and Beverage Management Certificates. This course may also be used as a technical elective in any Hospitality Management Associate in Applied Science degree plan and any other Certificate of Completion requiring a technical elective.
- C. This course is occupationally related and serves as preparation for careers in hotel and beverage management.
- D. Prerequisites: None

**II. LEARNING OUTCOME**

- A. Upon successful completion of this course, Hospitality Facilities Management, the student will be able to:
  - a. Summarize the basic responsibilities of the facilities department and the facilities manager. (C3, C5, C6, C8, C11, C12, C13, C14, C15, F1, F2, F5, F6, F8, F9, F12, F13, F16, F17)
  - b. Discuss maintenance management systems, identify and explain the functions of several important forms and documents typically used in a maintenance management system and summarize tactics for dealing with maintenance emergencies. (C3, C4, C6, C8, C12, C14, C18, C20, F9, F12, F16, F17)
  - c. Describe economic, regulatory, market, and social responsibility factors that

- have led hospitality businesses to take action on environmental issues. ( **C5, C6, C11, C17, C18, F7, F13, F15**)
- d. Describe various ways in which facilities design and management can enhance a property's safety and security efforts.(**C3, C4, C9, C12, F1, F6**)
  - e. Identify various potential water quality problems, outline major water heating concerns and options, and identify various water system maintenance concerns.(**C3, C16, C18, C20, F1, F8, F9, F16**)
  - f. Describe briefly various aspects and components of electrical systems, and cite important considerations regarding system design and operating standards. (**C3, C16, C18, C20, F1, F8, F9, F16**)
  - g. Describe several guestroom HVAC systems, including and summarize other guestroom HVAC concerns.(**C5, C6, C8, F1, F2, F11, F12**)
  - h. Describe basic lighting terms, explain how natural light can be used to meet a building's lighting needs, and describe common artificial light sources.(**C5, C6, C15, C17, F1, F2, F10, F12**)
  - i. Explain how hotels deal with laundry, and describe laundry transport equipment. (**C3, C16, C18, C20, F1, F8, F9, F16**)
  - j. Describe a building's foundation, structural frame, exterior walls, windows and doors and roof including typical problems that each of these building elements have and preventive maintenance measures that hotel managers can take to keep these building elements in good shape.(**C3, C5, C6, C9, C16, C20, F8, F9, F13, F16, F17**)
  - k. Describe lodging planning and design to include guestroom suites, function spaces and food production areas.(**C1, C3,C4, C5, C6, C8, C15, C16, C17, F1, F2, F7, F8, F9**)
  - l. List typical reasons for renovating a hotel, summarize the life cycle of a hotel, and describe types of renovations. (**C3, C5, C6, C8, C16, C17, C20, F7, F8, F9, F13,F16, F17**)

### **III. INSTRUCTIONAL MATERIALS**

- A. The instructional materials identified for this course are viewable through [www.ctcd.edu/books](http://www.ctcd.edu/books)
- B. Additional references may be required that are available in the Central Texas College library.

#### IV. COURSE REQUIREMENTS

- A. Students are required to attend classes regularly. No unexcused absences or "cuts" will be allowed. You are responsible for all class work covered during an absence from class, even in cases where you were able to satisfy the instructor that the absences were unavoidable. As a matter of policy, administrative excuses for classes are not provided for any reason. Students are required to be in class on time and to stay the full length of the class, or an absence will be noted.
- B. An administrative withdrawal will be initiated by the instructor after the student has accrued 12.5 percent of unexcused absence based on total hours for the course. The instructor will note administrative withdrawals with the grade of "FN" for nonattendance in the roll and record book.

#### V. EXAMINATIONS

- A. There will be a total of two examinations:
  - 1. Exam 1 (Mid-Term)
  - 2. Exam 2 (Final Exam)
- B. A student must be present for all examinations. No make-up examinations will be given. Students who know in advance they will be absent from an examination due to valid reasons must arrange to take an early examination. Unexpected absences due to illness or extenuating circumstances will require the student to see the instructor about individual make-up work in lieu of the missed examination.
- C. Students without excused absences will be given a zero for the missed examination.

#### VI. SEMESTER GRADE COMPUTATIONS

Exam 1 (Mid-Term)	100 points	10%
Exam 2 (Final Exam)	180 points	18%
Quizzes (8 @ 25 pts each)	240 points	24%
Key Terms (8 @ 10 pts each)	80 points	8%
Discussion Boards (8@20 pts each)	160 points	16%
Written Assignments (12 @ 20 pts each)	<u>240 points</u>	<u>24%</u>
<b>Total Points</b>	<b>1000 points</b>	<b>100%</b>

**A student must take the final examination to receive a grade for this course.**

#### VII. NOTES AND ADDITIONAL INSTRUCTIONS FROM COURSE INSTRUCTOR

- A. Withdrawal from Course: It is the student's responsibility to officially drop a class if

circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file an Application for Withdrawal or an Application for Refund. The withdrawal form must be signed by the student.

Application for Withdrawal will be accepted at any time prior to Friday of the 12th week of classes during the 16-week fall and spring semesters. The deadline for sessions of other lengths is as follows:

11-week session	Friday of the 8th week
8-week session	Friday of the 6th week
5½-week session	Friday of the 4th week

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.

Students who officially withdraw will be awarded the grade of "W", provided the student's attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the college before they may be considered for withdrawal.

A student may not withdraw from a class for which the instructor has previously issued the student a grade of "F" or "FN" for nonattendance.

- B. An Administrative Withdrawal: An administrative withdrawal may be initiated when the student fails to meet College attendance requirements. The instructor will assign the appropriate grade on the Administrative Withdrawal Form for submission to the registrar.
- C. An Incomplete Grade: The College catalog states, "An incomplete grade may be given in those cases where the student has completed the majority of the course work but, because of personal illness, death in the immediate family, or military orders, the student is unable to complete the requirements for a course." Prior approval from the instructor is required before the grade of "I" is recorded. A student who merely fails to show for the final examination will receive a zero for the final and an "F" for the course.
- D. Cellular Phones and Beepers: Cellular phones and beepers will be turned off while the student is in the classroom or laboratory.
- E. Americans with Disabilities Act (ADA): Disability Support Services provides services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is

available to all students, regardless of location. Explore the website at [www.ctcd.edu/disability-support](http://www.ctcd.edu/disability-support) for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.

- F. Instructor Discretion: The instructor reserves the right of final decision in course requirements.
- G. Civility: Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.
- H. Honesty and Integrity: All students are required and expected to maintain the highest standards of scholastic honesty in the preparation of all course work and during examinations. The following will be considered examples of scholastic dishonesty:
  - a. Plagiarism: The taking of passages from writing of others without giving proper credit to the sources.
  - b. Collusion: Using another's work as one's own; or working together with another person in the preparation of work, unless joint preparation is specifically approved in advance by the instructor.
  - c. Cheating: Giving or receiving information on examinations.

Students guilty of scholastic dishonesty will be administratively dropped from the course with a grade of "F" and will be subject to disciplinary action.

## VIII. COURSE OUTLINE

- A. Unit One: Chapter 1; The Role, Cost, and Management of Hospitality Facilities.
  - 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
    - a. Identify a number of important roles played by hospitality facilities.
    - b. Explain why construction costs vary by facility type and why proper construction practices provide long term benefits.
    - c. Identify the two principal categories of facility operating costs, the components of each category and various factors that affect those costs.
    - d. Define "Cap-Ex" and explain the purpose and limitations of the reserve for replacement.
    - e. State management's responsibilities with regard to facility management.

- f. Outline typical maintenance requirements found in management contracts and franchise agreements.
- g. Summarize the basic responsibilities of the facilities department and the facilities manager.

2. Learning Activities:

- a. Classroom lecture/discussion. **(F1, F2, F5, F6)**
- b. Reading assignment.**(F1, F11, F12, F17)**
- c. Homework and other assignments as designated by the instructor. **(F1, F2, F7, F9, F11, F12, F13, F16, F17)**

B. **Unit Two:** Chapters 2 and 3; Hospitality facilities Management Tools, Techniques, and Trends; Environmental and Sustainability Management.

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:

- a. Describe several type of maintenance.
- b. Discuss contract services and outsourcing.
- c. Describe computerizing and internet based facilities management.
- d. Explain basic elements of budgeting for POM and utility costs and discuss accounting strategies for dealing with other facilities costs.
- e. Describe the roll of the facilities department in capital projects and renovation and explain facilities benchmarking.
- f. State some of the principal measures facilities managers can take to minimize and manage waste.
- g. Outline the issues involved with proper fresh water and wastewater management.
- h. Explain the economic and social nuances of appropriate land –use planning and management.

2. Learning Activities:

- a. Classroom lecture/discussion. **(F1, F2, F5, F6)**
- b. Reading assignment.**(F1, F11, F12, F17)**
- c. Homework and other assignments as designated by the instructor. **(F1, F2, F7, F9, F11, F12, F13, F16, F17)**

C. **Unit Three:** Chapters 4 and 5; Safety and Security Systems; Water and Wastewater Systems; Electrical Systems

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:

- a. Describe how to reduce occupational injury rates in the hospitality industry.
- b. Outline how building design and maintenance affect safety.
- c. Identify several safety concerns with regard to the guest bathroom.
- d. Cite evidence that concern over fire safety is growing.
- e. Identify critical elements of fire prevention, fire detection, and fire notification.
- f. Identify components of fire suppression and fire control devices and systems.
- g. Outline several elements that should be addressed in evacuation plans.
- h. Outline water usage levels and patterns in the lodging industry.
- i. Identify various potential water quality problems.
- j. Explain how lodging properties can use water for entertainment and recreational purposes.

2. Learning Activities:

- a. Classroom lecture/discussion .(F1, F2, F5, F6)
- b. Reading assignment.(F1, F11, F12, F17)
- c. Homework and other assignments as designated by the instructor. (F1, F2, F7, F9, F11, F12, F13, F16, F17)

3. Unit Outline: Follow the sequence of the unit objectives.

D. **Unit Four:** Chapters 6 and 7; Electrical Systems; Heating, Ventilating, and Air Conditioning Systems;

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
  - a. Describe various aspects and components of electrical systems.
  - b. Identify elements of an effective electrical system and equipment maintenance program.
  - c. Describe electrical system components.
  - d. Explain the billing methods of electric utilities; describe how to read electrical utility meters, state why electric bills should be checked for errors.
  - e. Describe the basic elements of human comfort and how HVAC systems affect this comfort.
  - f. Identify heating sources, types of heating equipment, and operating and maintenance concerns for this equipment.
  - g. Explain how the vapor compression refrigeration cycle operates.

- h. Identify cooling system operating and maintenance concerns.
- i. Describe several guestroom HVAC system, including centralized, decentralized and hybrid systems.
- j. Outline the nature of maintenance needs of HVAC controls.
- k. Identify various maintenance concerns with regard to cooling towers.

2. Learning Activities:

- a. Classroom lecture/discussion.(**F1, F2, F5, F6**)
- b. Reading assignment.(**F1, F11, F12, F17**)
- c. Homework and other assignments as designated by the instructor. . (**F1, F2, F7, F9, F11, F12, F13, F16, F17**)

3. Unit Outline: Follow the sequence of the unit objectives.

d. **Unit Five:** Chapter 8; Lighting Systems

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:

- a. Define basic lighting terms.
- b. Explain how natural light can be used to meet a building's lighting needs.
- c. Describe common artificial light sources.
- d. Describe the following lighting system design elements: light levels, luminaries, color rendition, safety, and emergency lighting.
- e. Describe lighting system maintenance and identify energy conservation opportunities.

2. Learning Activities:

- a. Classroom lecture/discussion.(**F1, F2, F5, F6**)
- b. Reading assignment.(**F1, F11, F12, F17**)
- c. Homework and other assignments as designated by the instructor. (**F1, F2, F7, F9, F11, F12, F13, F16, F17**)

3. Unit Outline: Follow the sequence of the unit objectives.

e. **Unit Six:** Chapters 9 Laundry Systems.

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:



- a. Explain how hotels deal with laundry, and describe laundry transport equipment.
  - b. Distinguish a washer-extractor from a tunnel washer.
  - c. Describe dryers.
  - d. Explain factors in designing a laundry.
  - e. Describe laundry layout, utilities, and labor.
  - f. Outline laundry maintenance.
  - g. Describe some recent trends affecting commercial laundry operations.
2. Learning Activities:
- a. Classroom lecture/discussion.(**F1, F2, F5, F6**)
  - b. Reading assignment.(**F1, F11, F12, F17**)
  - c. Homework and other assignments as designated by the instructor. (**F1, F2, F7, F9, F11, F12, F13, F16, F17**)
3. Unit Outline: Follow the sequence of the unit objectives.
- f. **Unit Seven:** Chapters 10; Building Structure, Finishes, and Site.
1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
    - a. Describe a building's foundation, structural frame, exterior walls, windows and doors, and roof.
    - b. Identify the characteristics of various ceiling, wall covering, and carpet materials.
    - c. Describe the components of, and maintenance concerns associated with elevator systems
    - d. Describe parking areas, including the materials parking structures are made of, structural maintenance issues, and ADA requirements.
    - e. Describe storm water drainage systems, utilities, and landscaping and grounds, including preventive maintenance strategies and inspection tips.
  2. Learning Activities:
    - a. Classroom lecture/discussion .(**F1, F2, F5, F6**)
    - b. Reading assignment.(**F1, F11, F12, F17**)
    - c. Homework and other assignments as designated by the instructor. (**F1, F2, F7, F9, F11, F12, F13, F16, F17**)

3. Unit Outline: Follow the sequence of the unit objectives.

H. **Unit Eight**: Chapters 11 & 12 Lodging Planning and Design; Food Service Planning and Design; Renovation and Capital Projects.

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:

- a. Describe the hotel development process.
- b. Describe site planning.
- c. Describe guestroom and suite planning.
- d. Describe lobby design.
- e. Describe the design of food and beverage outlets.
- f. Summarize function space design concerns.
- g. Describe the design of recreational facilities and administrative offices.
- h. Summarize back-of-the-house design concerns.
- i. Describe the concept development process for food service facilities, and identify regulations that affect the construction and operation of food service facilities.
- j. Summarize design issues in the receiving, storage, and kitchen areas.
- k. Summarize design issues in the dining room, employee facilities, and office space areas, and explain how finished blueprints are evaluated.
- l. List typical reasons for renovating a hotel, summarize the life cycle of a hotel, and describe types of renovation.
- m. Describe how a renovation plan is created.
- n. Explain how a renovation plan is implemented, including the design phase and construction phase.
- o. Describe issues that must be addressed after a renovation project is completed.

2. Learning Activities:

- a. Classroom lecture/discussion.(**F1, F2, F5, F6**)
- b. Reading assignment.(**F1, F11, F12, F17**)
- c. Homework and other assignments as designated by the instructor. (**F1, F2, F7, F9, F11, F12, F13, F16, F17**)

3. Unit Outline: Follow sequence of the unit objectives.