


Date: App 4/20/99
Sente App 4/27/99

*Provost (where applicable)

I. Catalog Description

HR 365 Hotel Facilities Management

3c-01-3sh

Prerequisites: None

Analyzes principles of hotel design, construction, and physical plant management. Housekeeping and maintenance department operations are discussed.



Part II. Description of the Curriculum Change

B. Summary of Proposed Changes

(1) Old Course Title: Hotel Design and Maintenance

New Course Title: Hotel Facilities Management

(2) Old Prerequisite: HR 356

New Prerequisite: None

(3) Old Course / Catalog Description:

Analyzes functions of housekeeping and maintenance departments within a hotel. Identification of various hotel design concepts and design characteristics are explored, as well as guestroom layout and furnishing.

New Course / Catalog Description:

Analyzes principles of hotel design, construction, and physical plant management. Housekeeping and maintenance department operations are discussed.

(4) Objectives Revised

C. Justification / Rationale for Revision

The term “facilities management” is now the proper terminology used to describe the functions and responsibilities of the housekeeping and maintenance departments within a hotel. Accordingly, the course title was revised to reflect this current industry trend. The prerequisite was eliminated as it was determined that specific human resource competencies were not necessary for an understanding of this course’s concepts. Objectives were revised to reflect current industry trends.

PROPOSED SYLLABUS OF RECORD

I. Catalog Description

HR 365 Hotel Facilities Management

**3 credits
3 lecture hours
0 lab hours
(3c-0l-3sh)**

Prerequisites: None

Analyzes principles of hotel design, construction, and physical plant management. Housekeeping and maintenance department operations are discussed.

II. Course Objectives

1. Students will demonstrate an understanding of a hotel's physical plant including plumbing, electrical, water, HVAC, and other essential systems
2. Students will identify elements of hotel design including public and guestroom areas.
3. Students will identify general hotel construction principles and demonstrate an understanding of the use of décor-related materials including flooring, carpeting, wall treatment, lighting, window treatment, and other materials.
4. Students will identify the functional characteristics and key personnel of a typical hotel housekeeping department.
5. Students will identify the functional characteristics and key specialty personnel as found in a hotel's maintenance department.

III. Course Outline

- A. The Building and Exterior Facilities (3 lectures)
 1. General construction characteristics and concerns
 2. Utilities
 3. Landscaping and grounds
- B. Water and Wastewater Systems (2 lectures)
 1. Water systems
 2. Water conservation

- C. **Electrical Systems** (3 lectures)
 - 1. Electrical terminology
 - 2. Systems design and components
 - 3. Electrical billing

- D. **Lighting Systems** (2 lectures)
 - 1. Basic terminology
 - 2. Lighting system design
 - 3. Lighting system maintenance
 - 4. Energy conservation opportunities

- E. **Safety and Security Systems** (3 lectures)
 - 1. Safety and security design characteristics
 - 2. Fire prevention systems
 - 3. Safety and security technology

- F. **Lodging Planning and Design** (3 lectures)
 - 1. The development process
 - 2. Site design
 - 3. Hotel design: rooms, public areas, food and beverage, support areas

- G. **Carpets and Floors** (3 lectures)
 - 1. Carpet construction
 - 2. Carpet problems
 - 3. Carpet maintenance
 - 4. Carpet and floor care equipment
 - 5. Types of flooring

- H. **Ceilings, Walls, Furniture, and Fixtures** (3 lectures)
 - 1. Selection considerations
 - 2. Types of ceiling surfaces and wall coverings
 - 3. Types of furniture and fixtures
 - 4. Care consideration

- I. **Beds, Linen, and Uniforms** (2 lectures)
 - 1. Bed and linen construction and purchasing
 - 2. Uniform use and selection

- J. **Planning and Organizing the Housekeeping Department** (3 lectures)
 - 1. Housekeeping's responsibilities
 - 2. Planning housekeeping's work
 - 3. Organizing the housekeeping department

- K. Managing an On-Premises Laundry (3 lectures)
 - 1. Planning the OPL
 - 2. Flow of linens
 - 3. Machines and equipment
 - 4. Valet service
 - 5. Staffing considerations
- L. Guestroom Cleaning (3 lectures)
 - 1. Preparing to clean
 - 2. Cleaning the guestroom
 - 3. Inspection
 - 4. Deep cleaning
- M. Public Area and Other Types of Cleaning (3 lectures)
 - 1. Front-of-House areas
 - 2. Other functional areas
 - 3. Special projects
- N. Maintenance Operations (3 lectures)
 - 1. Functions of the maintenance departments
 - 2. Prioritizing maintenance requests
 - 3. Managing the maintenance function
- O. Examinations (3 hours)
- P. Final Examination / Culminating Activity (2 hours)

IV. Evaluation Methods

The final grade will be determined as follows:

- 75% Tests. Three multiple choice, short answer tests. 100 points each
- 25% Project. Students will develop, draft, and furnish two lodging guestrooms. One will be as found in a limited service lodging concept, the other as found in an upscale lodging concept. 100 points

Grading Scale:

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
0 – 59	F

V. Required textbooks, supplemental books and readings

Hotel Facilities Management – Customized Textbook, The Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan, 1994.

VI. Special resource requirements

Students may expect to incur some moderate costs during the construction of the guestroom design project.

VII. Bibliography

Birchfield, J.C.,(1988) Design and Layout of Foodservice Facilities, Van Nostrand Reinhold, New York, New York.

Rutes, W.A., and Penner, R.H.,(1985), Hotel Planning and Design: A Guide for Architects, Interior Designers, and Hotel Executives, 9 Tek Ltd. Publications, Scottsdale, Arizona.

Stipanuk, D.M., and Roffman, H.,(1996), Facilities Management, The Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan.

Walker, J.R.,(1999),Introduction to Hospitality: Second Edition, Prentice Hall, Upper Saddle River, New Jersey.

Course Syllabus

I. CATALOG DESCRIPTION

HR 365 Hotel Design and Maintenance

3 credits

3 lecture hours

Prerequisites: HR 356

Analyzes functions of housekeeping and maintenance departments within a hotel. Identification of various hotel design concepts and design characteristics are explored, as well as guest room layout and furnishing.

II. COURSE OBJECTIVES

1. Students will become familiar with the characteristics of a hotel's physical plant including plumbing, electrical, water, HVAC, and other essential systems.
2. Students will become familiar with elements of hotel design, including public and guestroom spaces.
3. Students will become familiar with general interior construction and decor-related materials including flooring, carpeting, wall treatment, lighting, window treatment, and other materials.
4. Students will apply learned concepts by designing guestrooms for limited-service and upscale lodging operations.
5. Students will become familiar with responsibilities of the hotel's housekeeping department including daily routine functions and equipment requirements.
6. Students will learn managerial-related functions pertaining to the housekeeping department including team scheduling, employee recruitment, timekeeping, payroll, and termination.

III. COURSE OUTLINE

- A. The Building & Exterior Facilities (Chapter 1)
- B. Water & Wastewater Systems (Chapter 2)
- C. Electrical Systems (Chapter 3)
- D. Lighting Systems (Chapter 4)
- E. Safety & Security Systems (Chapter 5)
- F. Lodging Planning & Design (Chapter 6)

- G. Carpets & Floors (Chapter 7)
- H. Ceilings, Walls, Furniture, & Fixtures (Chapter 8)
- I. Beds, Linens, & Uniforms (Chapter 9)
- J. Planning & Organizing the Housekeeping Department (Chapter 10)
- K. Managing an On-Premises Laundry (Chapter 11)
- L. Guestroom Cleaning (Chapter 12)
- M. Public Area & Other Types of Cleaning (Chapter 13)
- N. Supplemental

IV. EVALUATION METHODS

75% Tests -- Three tests consisting of completion and short answer questions
- 100 Points Each

25% Guestroom Design Project -- 100 Points

Total earned points will be added and divided by 4 to arrive at your grade.

V. REQUIRED TEXTBOOK

Hotel Facilities Management - HR 365 Customized Textbook, The Educational
Institute of the American Hotel & Motel Association, East Lansing, MI 1994

VI. SPECIAL RESOURCE REQUIREMENTS

Students can expect to spend an additional \$20 for project materials.

Part III. Letters of Support

This course change does not affect other departments, therefore a letter of support was not obtained.