

General Course Information

Instructor:	William C. Murray, PhD
Email	murrayw@uoguelph.ca
Office Location	MACS205
Office Hours	Thursdays 1-3 pm; other times by appointment
Department/School	School of Hospitality, Food and Tourism Management

TAs	TBD
Email	TBD
Office Location	TBD
Office Hours	TBD

Class Schedule: Thursdays 5:30 – 8:20 pm; RICH 2529

Pre-requisites: HTM*3090

Co-requisites: NA

Course Description

This course is intended to develop and expand understanding of the hospitality facility as a physical entity, most specifically of hotels and restaurants as “business buildings”. It will examine a multiplicity of issues associated with asset management as this pertains to the design, management and operation of the physical hospitality enterprise. In so doing, the course will help develop an appreciation for such topics as principles of universal design, energy management, and life cycle costing, all relevant to the sustainable management of physical infrastructure. On a broader level, the course will help develop your capacity for observation, critical thought, and discussion about the hospitality build environment.

Course Learning Outcomes

Upon successfully completing this course, you will be able to:

Knowledge and Understanding:

- 1) Demonstrate a strong understanding of the impacts that hospitality and tourism facilities have on operational profitability and guest satisfaction.
- 2) Identify the different components of a building system and explain their relevance to the management and operation of hospitality and tourism facilities.
- 3) Appreciate the links between hospitality and tourism facilities and an operation’s servicescape.
- 4) Explain key principles of Universal Design, and how these can be and are applied in the development and design of hospitality and tourism facilities.

Discipline/Professional and Transferable Skills:

- 5) Apply the concepts of environmental sustainability in the development and design of hospitality and tourism facilities.
- 6) Evaluate the role of corporate social responsibility in the management and operation of hospitality and tourism facilities.
- 7) Evaluate the impact and influence of consumer trends and preferences on the management and design of hospitality and tourism facilities.

Attitudes and Values:

- 8) Show a critical and holistic appreciation of the principles of sustainability as it pertains to the design, development, management and operation of hospitality and tourism facilities.

Indicative Content

- The Impact of Facilities Management: a balanced approach.
- Building Systems Maintenance: the cost of doing business.
- Building Systems: solid and hazardous waste; water systems; electrical systems; heating systems; cooling systems; ventilation systems; life safety and security; foodservice and laundry systems.
- Environmental and Sustainability Management.
- Servicescapes and Sense of Place.
- Principals of Universal Design and issues of accessibility, including physical strength, sight, and sound.
- Corporate Social Responsibility: embracing positive, responsible business decisions
- Issues, trends tools and techniques in facilities management.

Course Assessment

	Value	Assignment	Associated Learning Outcomes	Due Date/ location
Assessment 1:	15%	Hotel Property Audit	1, 2, 3	October 15, 2015 (12 noon) via course Dropbox
Assessment 2:	25%	Midterm	1, 2, 4, 7	October 22, 2015 5:30 pm / In Class
Assessment 3:	25%	Individual Paper	5, 6, 8	November 19, 2015 (12 noon) via course Dropbox
Assessment 4:	35%	Final Exam	1, 2, 3, 4, 5, 6, 7, 8	December 9, 2015 2:30 pm – 4:30 pm / TBD
Total	100%			

Teaching and Learning Practices (as appropriate)

Lectures	Weekly classes will be a mix of lectures, group discussions, and guest speakers
Labs	N/A
Seminars	N/A

Workshops N/A

Site/Field Trip There will be field trips scheduled to local hospitality and tourism facilities – schedule TBD

Course Resources

Required Texts:

This course does not use a specific textbook, instead drawing on material from multiple sources. The books listed below are listed in order of significance and quantity used in the course.

Recommended Texts:

- Jones, T. and D. Zemke (2010) *Managing the Built Environment in Hospitality Facilities*, Prentice Hall, USA
- Stipanuk, D.M. (2006) *Hospitality Facilities Management and Design*, 3rd edition, AHLEI: Lansing, MI, USA
- Hassanien, A. and C. Dale (eds) (2013) *Facilities Management and Development for Tourism, Hospitality and Events*, CABI Int'l, USA
- Sloan, P., W. Legrand and J. Chen (2013) *Sustainability in the Hospitality Industry: Principles of Sustainable Operations*, 2nd ed. Routledge, USA
- Singh, A.J. and H. Houdré (eds) (2012) *Hotel Sustainable Development: Principles and Best Practices*, AHLEI: Lansing, MI, USA.
- Ransley, J. and H. Ingram (eds) (2004) *Developing Hospitality Properties & Facilities*, Elsevier, USA

Lab Manual: N/A

Other Resources: Any additional readings will be uploaded to the HTM*4090 Courselink site.

Field Trips:

All effort will be made to ensure that any field trips to visit hospitality and tourism facilities in this course will be kept to Guelph and the nearby area. You will be responsible for your own transportation to these sites.

Additional Costs: N/A

Course Policies

Grading Policies

Unless you have discussed an extension well ahead of the due date with the instructor, late penalties of 5% of the absolute grade available will be deducted each day (including weekends) from the grade earned at time of submission (e.g. you earn 75% on your project but submit it 3 days late, receiving a grade of 60%). Extensions will only be granted on the basis of valid medical (doctor's note) or personal (note from Counselling Services) reasons. Late assignments will receive a grade of zero and not be accepted once graded assignments have been returned officially to the class at large, unless circumstances permit and alternative arrangements have already been made.

Students who find themselves unable to meet course requirements by the deadlines or the criteria expected because of medical or personal reasons, should review the regulations on academic consideration in the Academic Calendar and discuss their situation with the instructor, program counselor or other academic counselor as appropriate.

<http://www.uoquelfh.ca/registrar/calendars/undergraduate/current/c08/c08-grds.shtml>

Missed Exams:

A grade of zero will be assigned if you miss scheduled exams, unless you are ill or have compassionate reasons. Please read your Undergraduate Calendar for the regulations on these areas. Absence from any

exam must be properly documented in order to avoid a grade of zero.

Please be advised that the course instructor does not evaluate the suitability of an excuse or the severity of an illness. Rather, if Medical Services, Counselling Services or the Dean's office or Programme Counsellor of your college verify your illness or compassionate grounds, they will provide notification in writing. (Note that vacation travel, moving residences, or outside work commitments, among other reasons, will not be accepted as valid for missing scheduled exams.)

If, however, you had legitimate reason to miss an exam and it is possible to arrange a "make-up", the course instructor will do so. If you are, however, unable to take a make-up midterm, you will receive the weighted average of your other grades for the missing mid-term grade. You should contact by e-mail and/or telephone the course co-ordinator about any illness or family/personal situation dealt with under "compassionate reasons" in the Calendar, to find out the make-up exam time.

If you have religious observances which conflict with the course schedule or if you are registered with the Centre for Students with Disabilities, please contact the course instructor in order to make arrangements for your exam.

Hotel Property Audit

The hotel property audit will be discussed in class and explained in a hand-out during the 2nd week of the course. Field work will be required and access to a hotel property will be arranged by your instructor. The final paper will be due on Thursday, October 15th, 2015 by 12 pm (noon), submitted via the course drop box.

Please note: You are encouraged to submit a draft copy of your paper to the "DRAFT" Dropbox (ahead of the final submission), where an automated "originality check" will be completed. You will have access to the report to review your paper and revise it before submitting it to the "FINAL" Dropbox by the October 15th deadline. The final submission will also go through an automatic "originality" check via the Turnitin software.

Mid-term Exam

The mid-term exam will be held during scheduled class time on Thursday, October 22nd, 2015. The exam will consist of multiple choice and short answer questions based on the assigned material and class content.

Individual Paper

The individual paper will be discussed in class and explained in a hand-out during the 2nd week of the course. Some field work may be necessary. The final paper will be due on Thursday, November 19th at 12 pm (noon), submitted via the course drop box.

Please note: You are encouraged to submit a draft copy of your paper to the "DRAFT" Dropbox (ahead of the final submission), where an automated "originality check" will be completed. You will have access to the report to review your paper and revise it before submitting it to the "FINAL" Dropbox by the 19 November deadline. The final submission will also go through an automatic "originality" check via the Turnitin software.

Final Exam

The final examination will consist of short-answer and multiple choice questions covering the whole course: all assigned materials, lectures, guest speakers and site visits. Although it will cover material from the entire course, it will not repeat questions covered on the mid-term.

Course Policy on Group Work: N/A

Course Policy regarding use of electronic devices and recording of lectures

Electronic recording of classes is expressly forbidden without consent of the instructor. When recordings are permitted they are solely for the use of the authorized student and may not be reproduced, or transmitted to others, without the express written consent of the instructor.

Laptops and other electronic devices.

The use of personal electronic devices in a constrained environment such as the lecture hall is intrusive and

disturbing to others in the group. While you are permitted to use computers in the class, please do so only for note-taking purposes. The use of computers in class for playing games, web-surfing, or for social networking, or the use of cell-phones will not be tolerated and you will be asked to leave the class if you are caught doing so. This is in attempt to maintain a focused learning environment, and of course good-practice for when you enter the work force.

Please note:

Cell-phones, computers and other electronic devices will not be allowed in any examination rooms. Any student caught using such a device in the exam room (without express prior written consent from the instructor) will be referred immediately to the Associate Dean (Academic) for academic misconduct.

University Policies

Academic Consideration

When you find yourself unable to meet an in-course requirement because of illness or compassionate reasons, please advise the course instructor in writing, with your name, id#, and e-mail contact. See the academic calendar for information on regulations and procedures for Academic Consideration:

<http://www.uoquelfh.ca/registrar/calendars/undergraduate/current/c08/c08-ac.shtml>

Academic Misconduct

The University of Guelph is committed to upholding the highest standards of academic integrity and it is the responsibility of all members of the University community, faculty, staff, and students to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring.

University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection. Please note: Whether or not a student intended to commit academic misconduct is not relevant for a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor.

The Academic Misconduct Policy is detailed in the Undergraduate Calendar:

<http://www.uoquelfh.ca/registrar/calendars/undergraduate/current/c08/c08...>

Accessibility

The University of Guelph is committed to creating a barrier-free environment. Providing services for students is a shared responsibility among students, faculty and administrators. This relationship is based on respect of individual rights, the dignity of the individual and the University community's shared commitment to an open and supportive learning environment. Students requiring service or accommodation, whether due to an identified, ongoing disability or a short-term disability should contact the Centre for Students with Disabilities as soon as possible.

For more information, contact CSD at 519-824-4120 ext. 56208 or email csd@uoquelfh.ca or see the website: <http://www.csd.uoquelfh.ca/csd/>

Course Evaluation Information: Please refer to the [Course and Instructor Evaluation Website](#)

Drop date

The last date to drop one-semester courses, without academic penalty, is **November 6, 2015**. For regulations and procedures for Dropping Courses, see the Academic Calendar:

<http://www.uoquelfh.ca/registrar/calendars/undergraduate/current/c08/c08>

Additional Course Information

All announcements, required and recommended readings, assignment information and course updates will be posted on Course Link (D2L). It is your responsibility to keep abreast of course materials and relevant communication through this means. Furthermore, the instructor may normally be contacted using email (preferred) or telephone during regular business days and hours (Monday to Friday from 8:30 am-5:00 pm).

E-mail

As per university regulations, all students are required to check their <uoguelph.ca> e-mail account regularly. E-mail is the official route of communication between the university and its students.