



Fall 2013

HTM*4090 Hospitality and Tourism Facilities Management and Design

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Class times: Wednesday: 7:00-10:00 pm; Mackinnon 117

Core Text: Edwards, J.E. (2012) *Applied Facilities Management for the Hospitality Industry*, Cognella: San Diego, CA, USA.

Additional Reference Texts: Stipanuk, D.M. (2006) *Hospitality Facilities Management and Design*, 3rd edition, American Hotel and Lodging Educational Institute: Lansing, MI, USA

Rutes, W. A, Penner, R. H. and L. Adams (2001) *Hotel Design: planning and development*, W.W. Norton and Company: New York, USA

Birchfield, J. C. (2008) *Design and Layout of Foodservice Facilities*, 3rd Ed., John Wiley and Sons: Hoboken, New Jersey, USA

Course Description: This course is intended to develop an understanding of the hospitality facility as a physical entity, most specifically of hotels and restaurants as ‘business buildings’. It will examine issues related to the design, operation and maintenance of the physical plant including such elements as principals of universal design, energy management, and life cycle costing. The course is designed to expand your understanding of the multiplicity of issues associated with successful hospitality operations from the perspective of the design, operation and maintenance of the physical infrastructure. On a broader level, the course will help develop your capacity for observation, critical thought and discussion about the hospitality built environment.

Course Prerequisite: HTM*3090

Course Restrictions: Registration in B.Comm. HAFA, HAFA:C or TMGT.

Course Objectives: Through successful completion of this course, students will:

1. Develop a broad understanding of the overall management responsibilities associated with facilities management of hospitality and tourism facilities.
2. Demonstrate an understanding of buildings and the mechanical systems that control the built environment of hospitality and tourism properties.
3. Show awareness of, and appreciation for, the systems and terminology that will facilitate effective communication with facilities management staff, asset managers, suppliers, designers and contractors.
4. Develop a management appreciation of the core environmental impacts associated with hospitality and tourism facilities and the practical implications of management decisions that can lead to positive benefits.
5. Develop an understanding of, and basic principals of universal design related to the organization and configuration of interior and exterior space for effective hospitality facilities.

General Course Content:

- The Impact of Facilities Management: a balanced approach.
- Building Systems Maintenance: the cost of doing business.
- Issues, trends tools and techniques in facilities management.
- 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.

Course Presentation:

The course meets once a week on Wednesday evenings from 7:00-10:00 pm. The course material will be covered through a series of lectures, guest speakers, group-discussions, site-visits off campus, assigned readings, possible in-class exercises, field work, a term project and exams. It is very important that you attend all scheduled classes, as the material in all classes will be assessed and is integral to understanding the subject of the course.

Course Assessment:	Evaluation Mechanism	Weighted value
	Mid-Term Exam	25/100
	Individual Report	40/100
	Final Exam	35/100

Important Dates:		
	23 October (Wednesday): Mid-Term Exam	7:00 -10:00 pm
	20 November (Wednesday): Individual Report submission	7:00 pm
	20 November (Wednesday): Class held at Delta Hotel	7:00 – 10:00 pm
	7 December (Saturday) Final Exam, Location TBA	08:30 - 10:30 am

- Drop Date:** The last date to drop one-semester Fall 2013 courses, without academic penalty, is **Thursday, October 31st**. For regulations and procedures for Dropping Courses, see the Undergraduate Calendar.
<http://www.uoguelph.ca/registrar/calendars/undergraduate/current/c03/c03-fallsem.shtml>
- Mid-term Exam** The **mid-term exam** will be held during scheduled class time. The exam will consist of multiple choice and short answer questions based on the assigned readings and class content.
- Final Exam** The **final examination** will consist of short-answer and multiple choice questions covering the whole course: all assigned readings, lectures, guest speakers and site visits. However, it will not repeat questions covered on the mid-term. It is important that you attend all lectures and participate in and take advantage of all the learning opportunities associated with this course.
- Individual Report:** The **individual report** will be discussed in class and explained in a hand-out during the 3rd week of the course. Some field work may be necessary. You are advised to keep a 2nd copy of your report either in paper and/or other reliable back-up format in case a 2nd copy is required. The project assignment will be due on **WEDNESDAY, November 20th by 7 pm at beginning of lecture.**
- Academic Integrity:** For many, if not most of you, this is one of the last courses you will take as part of your undergraduate degree at the University of Guelph. This is therefore simply a reminder that academic misconduct such as plagiarism, cheating on exams, misrepresentation, and/or the submission of work for two different courses, without written permission, are not tolerated. You are referred to the following location, part of the U of G academic calendar:
<http://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-amisconduct.shtml>
- You should also be aware that your instructor(s) may choose to use special computer software to help detect and identify work submitted that has been plagiarised or copied from other sources. The penalties for plagiarism range from assignment failure, through course failure, to expulsion from the University. If in doubt, please ask!
- Project Late Penalties:** Unless you have discussed an extension well ahead of the due date with the instructor, late penalties of 5% of the total grade earned per day (including weekends) will be assigned (i.e. deducted from the total mark). Extensions will only be granted on the basis of valid medical (doctor's note) or personal (note from Counselling Services) reasons. Late assignments will not be accepted once graded assignments have been returned officially to the class at large, unless circumstances permit and alternative arrangements have 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.
- Missed Exams:** A grade of **zero** will be assigned if you miss the mid-term exam, unless

you are ill or have other compassionate reasons. Please read your Undergraduate Calendar for the regulations regarding illness and compassionate grounds. Any absence from an exam must be documented in order to avoid a grade of zero.

Please note, vacation travel, moving house, or outside work commitments will not be accepted as valid reasons for missing scheduled exams.

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.

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.

**Course
Communication**

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 or telephone during regular business days and hours (Monday to Friday from 8:30 am-5:30 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.

**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 to the Associate Dean (Academic) for academic misconduct.