TEXT:

COURSE DESCRIPTION & PURPOSE:

This course examines the technical and managerial aspects involved in facilities management for hospitality establishments. We will review the role of the engineering department in assisting in the accomplishment of management’s goal of effective and efficient control of facilities. The course will also cover preventive maintenance, energy conservation, waste management, pollution control, life safety systems, and facilities design and layout.

The successful student in this course will acquire an extensive knowledge of the practical aspects of the daily management of hospitality facilities. This knowledge will be of great importance for the future employment of the student. Active online and/or class participation in activities designed to explore situations/problems commonly arising in daily management will enable the student to prepare for similar matters that will almost certainly present themselves in the work environment.

COURSE OBJECTIVES:

1. Explain the importance of facility maintenance in lodging and foodservice.
2. Describe responsibilities of a chief engineer.
3. Describe the areas of facility maintenance responsibilities in the hospitality industry.
4. Explain the basic functioning of equipment and systems commonly used in facility maintenance.
5. Analyze written specifications and blueprints.
6. Describe the staffing patterns commonly used in maintenance department.
7. Plan a staffing pattern for various types of maintenance departments.
COURSE APPROACH:

1. This course cultivates the following skills: critical and creative thinking, problem solving, analysis, synthesis, and evaluation.
2. Problems, questions, issues, experiences, and opportunities serve as the source of motivation for learners in this class.
3. Learning is strengthened when students formulate and justify their ideas in writing.
4. Learning is strengthened when students reflect on observations made in various hospitality environments and relate these observations to course content and themes.
5. The goals, methods, and evaluative components of this course emphasize applying course content rather than simply acquiring it.

ASSESSMENT OF STUDENT LEARNING OUTCOMES:

The final exam and quiz questions are based on information presented in the chapter readings (chapters 1-13) and PowerPoint presentations (chapters 1-9). Be sure to carefully study the PowerPoint presentations (Chapters 1-9 only), which explain the quantitative formulas used in quiz questions for Chapters 2, 5, 6, 7, 8, and 9. You need to complete everything by December 13th. Follow the schedule below:

**Step 1:** Complete biography assignment (10 points). Post your personal biography under the “bio” thread on the Canvas discussion board. I would like to know about your work and educational experiences. Please share any other interesting information about yourself.

**Step 2:** Read Chapter 1 and Chapter 1 PowerPoint presentation and take Quiz 1 (20 points).

**Step 3:** Read Chapter 2 and Chapter 2 PowerPoint presentation and take Quiz 2 (20 points).

**Step 4:** Read Chapter 3 and Chapter 3 PowerPoint presentation and take Quiz 3 (20 points).

**Step 5:** Read Chapter 4 and Chapter 4 PowerPoint presentation and take Quiz 4 (20 points). “We’re in Hot Water Now” case study assignment (40 points).

**Step 6:** Read Chapter 5 and Chapter 5 PowerPoint presentation and take Quiz 5 (20 points).

**Step 7:** Read Chapter 6 and Chapter 6 PowerPoint presentation and take Quiz 6 (20 points).
Step 8: Read Chapter 7 and Chapter 7 PowerPoint presentation and take Quiz 7 (20 points). “Intelligent Lighting Design” case study assignment (40 points).

Step 9: Read Chapter 8 and Chapter 8 PowerPoint presentation and take Quiz 8 (20 points).

Step 10: Read Chapter 9 and Chapter 9 PowerPoint presentation and take Quiz 9 (20 points).

Step 11: Read Chapter 10 and take Quiz 10 (20 points).

Step 12: Read Chapter 11 and take Quiz 11 (20 points).

Step 13: Read Chapter 12 and take Quiz 12 (20 points). Complete sustainability assignment, which requires you to write a one-paragraph synopsis about an online article or video that discusses the implementation of innovative sustainability practices and technologies (e.g., water, energy, etc.) in hotels or restaurants. Post the article and video link along with your synopsis under the “Sustainability Practices and Technologies” thread in the discussion board. You will be required to post at least two substantive comments on two other student presentations to receive full credit for this assignment (30 points).

Step 14: Read Chapters 13 and 14 and take Quiz 13 (20 points) and 14 (20 points).

Step 15: Take the final exam (120 points), which covers the entire book, chapters 1-13.

Open: 12/07 – 12/13

GRADING SYSTEM:

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<th>Assessment/Assignment</th>
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<td>Article/Video Synopsis</td>
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Taking Quizzes and Final Exam:

All quizzes and the final exam are timed. You will have 1 hour to complete a quiz without math problems and 2 hours if it has math problems. You can refer to notes and the book, although this may preclude you from completing the entire quiz or exam. Be prepared before you take a test to minimize referencing notes and the book.

Grade book:

1. After you complete a quiz, it will be posted to the grade book after everyone has completed the quiz. Quizzes that are more than one-week past due will receive a zero. **Quizzes will remain open for review for two weeks after the correct answers are posted.**

2. Grades for written assignments will also be posted to the grade book. Assignments that are more than one-week past due will receive a zero.

3. The final exam will be posted to the grade book. Review the Chapter 1-9 PowerPoint presentations below before taking the final exam. These are helpful study guides

OTHER:

Please do not hesitate to contact me if you need assistance with the course. I respond to Canvas e-mails within 24 hours. If you need a quicker response, e-mail me at Galen.Collins@nau.edu.

A. **Academic Dishonesty:** The University considers any form of plagiarism or cheating on exams, projects, or papers to be unacceptable behavior. Please be sure to review the university’s policy in the catalog, USFSM Undergraduate Catalog or USFSM Graduate Catalog and the USF Student Code of Conduct.

B. **Academic Disruption:** The University does not tolerate behavior that disrupts the learning process. The policy for addressing academic disruption is included with Academic Dishonesty in the catalog: USFSM Undergraduate Catalog or USFSM Graduate Catalog and the USF Student Code of Conduct.

C. **Contingency Plans:** In the event of an emergency, it may be necessary for USFSM to suspend normal operations. During this time, USFSM may opt to continue delivery of instruction through methods that include but are not limited to: Blackboard, Elluminate, Skype, and email messaging and/or an alternate schedule. It’s the responsibility of the student to monitor Blackboard site for each class for course specific communication, and the main USFSM and College websites, emails, and MoBull messages for important general information. The USF hotline at 1 (800) 992-4231 is updated with pre-recorded information during an emergency. See the Safety Preparedness Website for further information.
D. **Disabilities Accommodation:** Students are responsible for registering with the Office of Students with Disabilities Services (SDS) in order to receive academic accommodations. Reasonable notice must be given to the SDS office (typically 5 working days) for accommodations to be arranged. It is the responsibility of the student to provide each instructor with a copy of the official Memo of Accommodation. Contact Information: Pat Lakey, Coordinator, 941-359-4714, plakey@sar.usf.edu, www.sarasota.usf.edu/Students/Disability/

E. **Fire Alarm Instructions:** At the beginning of each semester please note the emergency exit maps posted in each classroom. These signs are marked with the primary evacuation route (red) and secondary evacuation route (orange) in case the building needs to be evacuated. See Emergency Evacuation Procedures.

F. **Religious Observances:** USFSM recognizes the right of students and faculty to observe major religious holidays. Students who anticipate the necessity of being absent from class for a major religious observance must provide notice of the date(s) to the instructor, in writing, by the second week of classes. Instructors canceling class for a religious observance should have this stated in the syllabus with an appropriate alternative assignment.