# George Mason University
## College of Education and Human Development
## Hospitality, Tourism and Events Management

Tour 460 – Section 001 – Hospitality Facilities Operations
3 Credits, Spring 2018
Thursday 4:30 to 7:10pm Innovation Hall 207, Fairfax

**Faculty**
Name:                Kristen Robertson
Office Location:     TH 1st floor, Office of Research Suite 1400
Office Hours:        By Appointment
Office Phone:        Please use email
Email Address:       krober3@gmu.edu

**Prerequisites/Corequisites**
Tour 340

**University Catalog Course Description**
Explores the principles applied to facilities systems operations in hospitality sectors. Considers design, planning, layout and maintenance of hospitality properties and systems.

**Course Overview**
This course reviews various aspects of the physical facilities used in the hospitality industry, including design, function, upkeep, and renovations, and should broaden the perspective of managers in the hospitality industry.  The real estate, including building and equipment, is of great importance to owners and they value managers and operators with an understanding of the care and operation of these assets.  The text will provide a foundation, but learning in the class will be augmented by guest speakers with expertise in facilities management, as well as tours of hotel and related businesses.

**Course Delivery Method**
This course will be delivered using lectures and presentations that encourage student participation in class discussions based on their reading of the text material.  It is extremely important that the assigned reading material is reviewed by the students.  Hotel and restaurant site visits will be scheduled, with tours provided which add an element of practical experience.  Guest speakers from the industry will provide their viewpoints on design, development and operating the facilities.

**Learner Outcomes or Objectives**
Upon completion, students will have an understanding of the basic functions of hotel operating departments and the definition of common terms and concepts used within the industry, as well as exposure to recent trends in the hotel business as seen by local hotel leaders.

This course is designed to enable students to do the following:
1.  Explain concepts pertaining to the built environment with hospitality facilities:
2.  Articulate locate and site development processes;

3.  Detail layout and planning criteria
4.  Identify guest room, meeting space and service area design considerations;
5.  Explain how safety and security are incorporated into operations planning; and
6.  Identify energy, noise, waste, pollution and related equipment management systems

**Required Texts**
Hospitality Facilities Management and Design (Forth Edition), Stipanuk, D. M. (2006). Hospitality Facilities Management and Design, Orlando, FL: American Hotel and Lodging Education Institute
-The professor will also post additional industry related articles

**Electronic Devices:**
Cell phones must be turned off or silenced during class.  Unless required due to disability, laptop computers may NOT be used or turned on during call meetings.  The use of communication and entertainment devices such as iPads, iPods, and similar devices is also prohibited.

**Course Performance Evaluation**
Students are expected to submit all assignments on time in the manner outlined by the instructor (e.g., Blackboard, Tk20, hard copy).

- **Assignments and/or Examinations**

    **Mid-Term, Tests and Final Exams:**  Questions based on material in the text book and will cover additional contents that were covered in classes.  A study guide, featuring the exact topics can material locations (in the book or additional lectures, articles, classes, and presentations) will be proved a week before the exam.  Test questions will be multiple choice, each test will contain 15-25 questions.

    **Hotel Site Visit Report:**  Hotel site visit will be scheduled for the class to tour a specific hotel and interact with the hotel's management team as a group.  The visit will take place between 5pm and 6:30pm to allow for travel.  The visit will result in a written summary repost of the experience for a grade; a minimum of two pages and no more than three pages.

    **Group Project – Hotel Management:**  Detailed information will be provided in class.  Each group will submit a final report and make a 20-minute presentation describing their hotel project followed by 5-minute Q & A.  The group will also prepare a written summary of their presentation, 5 – 8 pages (hard copy delivered to the professor, one week prior to the presentation date).

- **Other Requirements**
    Attendance will be taken at the beginning of each class meeting.  It is your responsibility to sign the class attendance sheet; even if you are late.  My record of attendance is official and final.  I will take attendance for all class meetings, not including exam dates or other dates noted on the schedule.  Arrivals 15 minutes after the beginning of class and early departures (15 or more minutes before the end of class) will be considered a half absence.

    I will give you one freebie (no questions asked).  This one excused absence CANNOT be used on the following days:  exams, group presentations (including others' group project

presentations), and hotels visit. After that, **10 points of the 50 points for attendance and participation will be lost for each day missed. Each missing class will result in 10 points off your total grade points after your loss of all 50 points of your attendance and participation grade. Also be advised that beyond any specific grading point penalties for unexcused absence or habitual tardiness, the instructor may issue "F" grade if, after written warning, the student's absence or tardiness continues at a level that constitutes "non-participation".**

The only acceptable reasons for missing classes are the same as those of the exam(so, use freebies wisely). **Students missing class due to severe illness and family emergency should contact their instructor ahead of time and provide her with verification document.** No points can be made up for an absence.

- **Grading**
  The course will be graded on a percentage system with a total of 100 possible percentage points.

| Grade | Total Score (%) | Grade | Total Score % |
|-------|-----------------|-------|---------------|
| A+ | 485-500 (97.0-100%) | C+ | 385-399 (77.0-79.9%) |
| A | 470-484 (94.0-96.9%) | C | 370-384 (74.0-76.9%) |
| A- | 450-469 (90.0-93.9%) | C- | 350-369 (70.0-73.9%) |
| B+ | 435-449 (87.0-89.9%) | D | 300-349 (60.0-69.9%) |
| B | 420-434 (84.0-86.9%) | F | Below 300 (Below 60%) |
| B- | 400-419 (80.0-83.9%) | | |

Evaluation Weighting

| Activity | Point | Percentage |
|----------|-------|------------|
| Attendance & Participation | 50 | 10% |
| Three Exams (each equal weight) | 300 | 60% |
| One Group Project – Hotel Management | 125 | 25% |
| Hotel Visit Report | 25 | 5% |
| | | |
| **Total** | **500** | **100%** |

**Professional Dispositions**
Students are expected to exhibit professional behaviors and dispositions at all times.


**Tentative Class Schedule:**

| Week | Date | Topic | Reading Due |
|------|------|-------|-------------|
| 1 | January 25 | Review Syllabus/Class expectations<br>Assign and review group projects | Syllabus |
| 2 | February 1 | Facilities Management Tools & Trends | Chapter 1 & 2 |
| 3 | February 8 | Hotel Site Tour | N/A |
| 4 | February 15 | Environmental Sustainability | Chapter 3 |
| 5 | February 22 | Safety and Security<br>Hotel Visit Report Due<br>Chapter 1-4 Test Review<br>Guest Speaker | Chapter 4 |

| 6 | March 1 | Test 1 | |
| | | Water and Waste Systems | Chapter 5 |
| 7 | March 8 | Electrical and HVAC | Chapter 6 & 7 |
| 8 | March 15 | Spring Break | |
| 9 | March 22 | Chapter 5-9 Test Review | |
| | | Lighting and Laundry Systems | Chapter 8 & 9 |
| 10 | March 29 | Article Review | N/A |
| 11 | April 5 | Test 2 | |
| | | Building Structure, Finishes, and Site | Chapter 10 |
| 12 | April 12 | Lodging Planning and Design | Chapter 11 |
| | | Guest Speaker | |
| 13 | April 19 | Renovation and Capital Projects | Chapter 12 |
| | | Group Paper Due | |
| | | Guest Speaker | |
| 14 | April 26 | Chapter 10-12 Test Review/Group Presentations | N/A |
| 15 | May 3 | Test 3 | N/A |

**Note: Faculty reserves the right to alter the schedule as necessary, with notification to students.**


**Core Values Commitment**

The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles: http://cehd.gmu.edu/values/.


**GMU Policies and Resources for Students**

*Policies*

- Students must adhere to the guidelines of the Mason Honor Code (see http://oai.gmu.edu/the-mason-honor-code/).

- Students must follow the university policy for Responsible Use of Computing (see http://universitypolicy.gmu.edu/policies/responsible-use-of-computing/).

- Students are responsible for the content of university communications sent to their Mason email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students **solely** through their Mason email account.

- Students with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services. Approved accommodations will begin at the time the written letter from Disability Services is received by the instructor (see http://ods.gmu.edu/).

- Students must follow the university policy stating that all sound emitting devices shall be silenced during class unless otherwise authorized by the instructor.

*Campus Resources*

- Support for submission of assignments to Tk20 should be directed to tk20help@gmu.edu or https://cehd.gmu.edu/aero/tk20.  Questions or concerns regarding use of Blackboard should be directed to http://coursessupport.gmu.edu/.
- For information on student support resources on campus, see https://ctfe.gmu.edu/teaching/student-support-resources-on-campus

**For additional information on the College of Education and Human Development, please visit our website https://cehd.gmu.edu/students/ .**