

GEORGE MASON UNIVERSITY
College of Education and Human Development
Tourism and Events Management

TOUR 460 (001) - Hospitality Facilities Operations
3 credits, spring 2019
Thursday 4:30 pm – 7:10 p.m., Krug Hall #7– Fairfax campus

FACULTY

Name: Paul Magnant “Chef Paul” or “Professor Magnant”
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PREREQUISITES

None

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.

DELIVERY METHOD

Lecture Format with limited online activities – Approximately 90% Face-to-face and 10% Online

LEARNER OUTCOMES AND COURSE OBJECTIVES

Upon completion, students will have an understanding of the basic functions of hotel foodservice operating departments and the definition of common terms and concepts used within the industry.

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 within a hotel;
3. Detail layout and planning criteria
4. Identify production and storage space, equipment and service area design considerations;
5. Explain how safety and security are incorporated into operations planning;

PROFESSIONAL STANDARDS:

Students are expected to exhibit professional behaviors and dispositions at all times. Students are expected to follow courteous Internet etiquette. See <https://cehd.gmu.edu/students/polices-procedures/>

REQUIRED READING

CLASS ATTENDANCE AND PARTICIPATION:

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 to class. My record of attendance is official and final. I will take attendance for all class meetings, not including exam dates.

COURSE PERFORMANCE EVALUATION

This course will be graded on a percentage system, with a total of 100 possible percentage points. There are 3 grading requirements, namely: (1) homework; (2) exams; and (3) participation. Each requirement is briefly introduced below. **Late work will not be accepted in this class.**

1. Homework (25%)

You are required to complete 10 homework assignment based on both the viewing assignments and the lectures. Each homework assignment is worth 2.5 points. To this point the instructor will likely use a quiz at the beginning of each class where a lecture is scheduled to check for understanding and to verify that you have read the chapter. Quizzes will be incorporated into the homework deliverable grade.

2. Exams (45%)

Exams will be taken in class. Dates of the exam are provided below. Each exam is worth 15 percent.

3. Final Exam (25%)

The Final Exam will be cumulative.

4. Participation and Attendance (5%)

Participation in this class constitutes 5% of the grade and is required as this will contribute to the content quality of the class as well as to your intellectual benefit from it. Participation in class discussion is very important. Please prepare for class by reading the assigned material. Your grade for class participation will be based on my judgment of the consistency with which you *participate constructively* in class discussion and activities. Please note that class discussion includes interacting with your classmates. When I am leading discussions, I may call upon students for input or answers to questions stemming from the lecture. Please be prepared for this.

Deliverables	Percentage
Attendance/Participation	5
Exam 1 through 3 (15% each)	45
Homework	25
Final Exam (Cumulative)	25
Total	100

Grading Scale

A+ = 97 – 100	B+ = 87-89	C+ = 77-79	D = 60-69
A = 94-96	B = 84-86	C = 74-76	F = 0 –59
A- = 90-93	B- = 80-83	C- = 70-73	

PROFESSIONAL DISPOSITIONS

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

Instructor Support: Students may schedule a one-on-one meeting to discuss course requirements, content or other course-related issues. Students should email the instructor to schedule a one-on-one session, including their preferred meeting method and suggested dates/times.

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/>).

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/>.

STUDENT SERVICES:

University Libraries provides resources for distance students. See <http://library.gmu.edu/distance>

Writing Center

The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing. [See <http://writingcenter.gmu.edu>]. You can now sign up for an Online Writing Lab (OWL) session just like you sign up for a face-to-face session in the Writing Center, which means YOU set the

date and time of the appointment! Learn more about the [Online Writing Lab \(OWL\)](#) (found under Online Tutoring).

Counseling and Psychological Services

The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See <http://caps.gmu.edu>].

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act of 1974 (FERPA), also known as the "Buckley Amendment," is a federal law that gives protection to student educational records and provides students with certain rights. [See <http://registrar.gmu.edu/privacy>].

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

CLASS SCHEDULE

Date		Topic/Learning Experiences	Chapter Read Ahead
Week 1	Thur-1/24	Principles of Kitchen Design	Chapter 2 (pg. 17-46) Hwk: Draft Hotel Kitchen Design
Week 2	Thur-1/31	Front of the House Atmosphere & Design	Chapter 3 (pg. 51-72) Hwk: Draft Dining Room/Bar
Week 3	Thur-2/7	Back of the House Support Areas	Chapter 4 (pg. 82-94) Hwk: Draft Work Spaces
Week 4	Thur-2/14	Design and Environment	Chapter 7 (pg. 180-197) Hwk: Draft Dining Room with Samples Board w/ Music Format
Week 5	Thur-2/21	Exam 1 (Chapters 2, 3, 4, 7)	
Week 6	Thur-2/28	Storage Equipment: Dry/Refrigerated	Chapter 10 (pg. 283-303) Hwk: Draft Storage Areas
Week 7	Thur-3/7	Ranges and Ovens	Chapter 11 (pg. 313-341) Hwk: Spec Range, Convection, Microwave Ovens and Range Top and draft into kitchen design
Week 8	Thur-3/14	Spring Break-No Classes	
Week 9	Thur-3/21	Fryers and Fry Stations	Chapter 12 (pg. 347-365) Hwk: Spec multiple Fryers and draft Fry station in kitchen design
Week 10	Thur-3/28	Broilers, Griddles, and Tilting Braising Pans	Chapter 13 (pg. 372-390) Hwk: Spec Broiler, Griddle and draft into kitchen design
Week 11	Thur-4/4	Exam 2 (Chapters 10-13)	
Week 12	Thur-4/11	Steam Cooking Equipment Dishwashing & Waste Disposal	Chapter 14 (pg. 394-411) Hwk: Spec a steamer and combi oven and draft into kitchen design

			Chapter 16 (pg. 439-456) Hwk: Draft a dishwashing area into the kitchen and spec a dishwasher and 3 compartment sink
Week 13	Thur-4/18	Miscellaneous Kitchen Equipment	Chapter 17 (pg. 478-489)
Week 14	Thur-4/25	Exam 3 (Chapters 14, 16, 17)	Student Homework Presentations of Final Designs.
Week 15	Thur-5/2	Review for Final Exam	Student Homework Presentations of Final Designs.

Note: Faculty reserves the right to alter the schedule as necessary.