

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

Tour 460 – Section 001 – Hospitality Facilities Operations
3 Credits, Spring 2024
Thursday 4:30 to 7:10pm Thompson Hall 2022, 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 230

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, on-line assignments as well as tours of hotel and related businesses.

Course Delivery Method

This is an upper-level course in hospitality, tourism and events management. This course will be delivered using lectures, readings, class activities, homework assignments, projects, quizzes, final exam, and case studies. Hotel site visits may 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 understand 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
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.

Electronic Devices:

Cell phones must be turned off or silenced during class. 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:**

Case Studies/Article Reviews: Related to chapters covered throughout the semester.

Quizzes: Questions based on material in the textbook from chapters covered.

Final Exam: Questions based on material in the textbook and will cover additional content that was covered in classes. Test questions will be multiple choice.

- **Other Requirements**

Attendance will be taken at the beginning of each class meeting. 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, presentations (including others' project presentations), guest speakers and hotels visit.

Students missing class due to severe illness and family emergency should contact their instructor ahead of time and provide her with verification document.

- **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+	97.0-100%	C+	77.0-79.9%
A	94.0-96.9%	C	74.0-76.9%
A-	90.0-93.9%	C-	70.0-73.9%
B+	87.0-89.9%	D	60.0-69.9%
B	84.0-86.9%	F	0 – 59.9%
B-	80.0-83.9%		

Late submission will incur penalties, potentially resulting in a grade deduction of up to 50%.

Evaluation Weighting

Activity	Percentage
Attendance/Participation	20%
Case Studies	30%
Quizzes	25%
Final Exam	25%
Total	100%

Professional Dispositions

See <https://cehd.gmu.edu/students/polices-procedures/>

Class Schedule:

Week	Date	Topic	Reading Due
1	January 18*	Syllabus/Article Review	
	January 25	The Role, Cost & Management of Hospitality Facilities and Hospitality Management Tools, Techniques & Trends	Chapter 1 & 2
3	February 1	Environmental Sustainability	Chapter 3
4	February 8*	Case Study Assignment	
5	February 15	Safety and Security	Chapter 4
6	February 22	Water and Waste Systems Electrical	Chapter 5 & 6
7	February 29*	Tentative – Site Visit	
8	March 7	HVAC and Lighting	Chapter 7 & 8
9	March 14	Spring Break	
10	March 21	Laundry Systems	Chapter 9
11	March 28	Building Structure, Finishes and Site	Chapter 10
12	April 4*	Tentative - Hotel Site Visit	
13	April 11	Lodging Planning and Design	Chapter 11
14	April 18	Renovation and Capital Projects Tentative – Guest Speaker	Chapter 12
15	April 25	Final Exam	

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 <https://catalog.gmu.edu/policies/honor-code-system/>).
- Students must follow the university policy for Responsible Use of Computing (see <https://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 <https://ds.gmu.edu/>).
- Students must silence all sound emitting devices during class unless otherwise authorized by the instructor.

Campus Resources

- Support for submission of assignments to VIA should be directed to viahelp@gmu.edu or <https://cehd.gmu.edu/aero/assessments> . Questions or concerns regarding use of Blackboard should be directed to <https://its.gmu.edu/knowledge-base/blackboard-instructional-technology-support-for-students/>.
- For information on student support resources on campus, see <https://ctfe.gmu.edu/teaching/student-support-resources-on-campus>

Notice of mandatory reporting of sexual assault, sexual harassment, interpersonal violence, and stalking:

As a faculty member, I am designated as a “Non-Confidential Employee,” and must report all disclosures of sexual assault, sexual harassment, interpersonal violence, and stalking to Mason’s Title IX Coordinator per [University Policy 1202](#). If you wish to speak with someone confidentially, please contact one of Mason’s confidential resources, such as [Student Support and Advocacy Center](#) (SSAC) at 703-380-1434 or [Counseling and Psychological Services](#) (CAPS) at 703-993-2380. You may also seek assistance or support measures from Mason’s Title IX Coordinator by calling 703-993-8730, or emailing titleix@gmu.edu.

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