

GEORGE MASON UNIVERSITY  
School of Recreation, Health, and Tourism

**TOUR 460— Hospitality Facilities Operations (3)  
Spring 2012**

DAY/TIME:	<b>Every other Wednesday (see schedule) 7:20-10:00pm</b>	LOCATION:	<b>Fairfax Campus</b>
PROFESSOR:	<b>Dr. Danielle Dimitrov</b>	EMAIL ADDRESS:	<a href="mailto:ddimitr2@gmu.edu"><b>ddimitr2@gmu.edu</b></a>
OFFICE LOCATION:		PHONE NUMBER:	703-993-2060 (department number)
OFFICE HOURS:	<b>By appointment</b>	FAX NUMBER:	

**PREREQUISITES**

TOUR 340

**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 OBJECTIVES**

At the completion of this course, students should be able to:

- 1) explain concepts pertaining to the built environment within hospitality facilities;
- 2) articulate location 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 and incorporated into operations planning; and
- 6) identify energy, noise, waste, pollution and related equipment management systems

**COURSE OVERVIEW**

Instructional techniques include lectures, readings, class activities, homework assignments, a semester project, and midterm and final examinations. *This course is Blackboard based for class communication and announcements, grading, as well as mandatory on-line discussion participation.*

**NATURE OF COURSE DELIVERY**

Hybrid

## REQUIRED READINGS

Stipanuk, D. M. (2006). *Hospitality facilities management and design* (3rd Ed.). Orlando, FL: American Hotel and Lodging Educational Institute.

*Publication Manual of the American Psychological Association* (6<sup>th</sup> ed.). (2010). Washington DC: APA.

## EVALUATION

This course will be graded on a percentage system, with a total of 100 possible percentage points.

<b>Attendance and Participation</b>	Only <b>ONE physical</b> absence per semester shall be excused. Please notify the instructor in advance. <b>More than 5 (physical and on-line)</b> absences will result in grade discount (accounting for 5% of the total 15% for this category). Participation in this class is <b>strongly required</b> as this will contribute to the quality of the class and your benefits from it (accounts for 10% of the grade category). <b>Blackboard participation (10% of the grade)</b> will be mandatory and points will be accrued based on 2 quality posts in on-line discussion questions of choice plus at least 5 comments on other students' posts. Quality question responses will be considered those that consist of at least two paragraphs based on readings and personal observations and/or experience.	15
<b>Homework and Short Assignments</b>	* 8 graded vocabulary quizzes conducted on F2F classes (2 per session). See schedule for dates and chapters covered. * News Article Share about hospitality properties and operations. 1 per person, 5-10 minutes each, informal presentation, summary and main takes from article, share on f2f sessions. You may sign up for date.	10
<b>Mid-term Exam</b>	Closed book exam covering Chapters 1-7. Choose <b>Two Topics</b> to develop from a list of 5. Cite at least two sources per question (Author's name, year). Duration: 1h. 45m.- 2h. Be as detailed as possible for the time available.	25
<b>Presentation</b>	30 min individual in-class presentation (including questions & answers/class discussion). Use of Power Point is encouraged. Please post files on BB. Any other media can be utilized as well. Topics shall be chosen from all chapter included in the class material. Sign up for date and topic during class 1. Choose your own topic of interest if available.	15
<b>Presentation Paper Project</b>	Minimum of 7 and a maximum of 10 pages double-spaced text (including references and appendix) in APA style of writing, covering the topic your presentation or an aspect of it researched in detail. <b>Due on Wednesday, May 2 before class (7pm) or prior!</b>	10

<b>Final Exam</b>	Closed book Exam Covering Chapter 8-15 (excluding Ch. 14). Choose <b>Two Questions</b> to answer from a list of 5. Approximate length: 3 (or more) hand-written pages per question. Cite at least two sources per question (Author's name, year). Duration: 1h. 45min.- 2h.	25
<b>TOTAL:</b>		<b>100</b>

*Note: Faculty reserves the right to change the requirements for these assignments. All written assignments should be submitted electronically in a Microsoft Word format.*

### 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		

### TENTATIVE COURSE SCHEDULE

WEEK	DATE	TOPIC	READINGS
1	Wednesday, January 25	The role, cost and management of hospitality	Chapter 1
2	Jan. 26-Feb. 1 BB by 10pm	Hospitality facilities management tools and techniques	Chapter 2
3	Wednesday, February 8	Environmental and sustainability management <b>Site Visit or Guest Speaker TBD</b>	Chapter 3 <b>Vocabulary Quiz (Ch. 2 &amp; 3)</b> <b>Presentation 1 and 2 Due</b>
4	February 9-15 BB by 10pm	Safety and security systems	Chapter 4
5	February 16-22 BB by 10pm	Water and wastewater systems	Chapter 5

6	<b>Wednesday, February 29</b>	Electrical systems <b>Site Visit or Guest Speaker TBD</b>	Chapter 6 <b>Vocabulary Quiz (Ch. 4 &amp; 5)</b> <b>Presentation 3 and 4 Due</b>
7	March 1-7 BB by 10pm	HVAC systems	Chapter 7
	<b>March 12-16</b>	<b>SPRING BREAK</b>	
<b>8</b>	<b>Wednesday, March 21</b>	<b>Mid-Term Exam</b>	<b>Chapters 1-7</b>
9	March 22-28 BB by 10pm	Lighting systems	Chapter 8
10	March 29-April 4 BB by 10pm	Laundry Systems	Chapter 9
<b>11</b>	<b>Wednesday, April 11</b>	Food service equipment <b>Site Visit or Guest Speaker TBD</b>	Chapter 10 <b>Vocabulary Quiz (Ch. 9 &amp; 10)</b> <b>Presentation 5 and 6 Due</b>
12	April 12-18 BB by 10pm	Building structure, finishes and site	Chapter 11
<b>13</b>	<b>Wednesday, April 25</b>	Lodging planning and design <b>Site Visit or Guest Speaker TBD</b>	Chapter 12 <b>Vocabulary Quiz (Ch. 11 &amp; 12)</b> <b>Presentation 7 and 8 Due</b>
14	April 26-May 2 BB by 10pm	Food service planning and design Renovation and capital projects	Chapter 13 & 14 <b>Paper Due May 2</b>
<b>15</b>	<b>Wednesday, May 9</b>	<b>Final Exam</b>	<b>Chapter 8-14</b>

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

### *Student Expectations*

- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://academicintegrity.gmu.edu/honorcode/>].
- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See <http://ods.gmu.edu/>].
- Students must follow the university policy for Responsible Use of Computing [See <http://universitypolicy.gmu.edu/1301gen.html>].
- Students are responsible for the content of university communications sent to their George Mason University 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 must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.
- Students are expected to exhibit professional behaviors and dispositions at all times.

### *Campus Resources*

- 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/>].
- 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/>].
- For additional information on the College of Education and Human Development, School of Recreation, Health, and Tourism, please visit our website [See <http://rht.gmu.edu>].

**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.

