

GEORGE MASON UNIVERSITY
School of Recreation, Health, and Tourism

Tour 460 – Hospitality Facilities Operations (3)
Spring 2013

DAY/TIME: W 7:20 pm – 10:00 pm LOCATION: Robinson Hall A250
PROFESSOR: Mr. Martin Seanor CHA EMAIL ADDRESS: mseanor@gmu.edu
(May read INSTRUCTOR)
OFFICE LOCATION: PHONE NUMBER: 703-993-2060
(department number)
OFFICE HOURS: By appointment 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 are 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, quizzes, midterm and final examinations. This course is Blackboard based for class communication and announcements and grading.

NATURE OF COURSE DELIVERY

Face to face

REQUIRED READINGS

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

Class issued reading material as needed and current industry articles

EVALUATION

Attendance and Participation	Attendance and class participation are required. Exceptions to be discussed on a case by case basis.	15%
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Homework and Short Assignments	Each class, students to bring in a recent news article (preferably related to the company being reported on for the mid-term exam) and review with the class; homework assignments to be handed in on time.	20%
Quizzes	Vocabulary quizzes will result on 15% of grade.	15%
Mid-term presentation	On the first day of class students will pick a hotel company for which to do an oral presentation. Presentation shall use power point and be a maximum of 15 minutes. Minimum 7 and a maximum of 10 pages double-space text (including references and appendix) in APA style of writing, to be handed in as part of grade.	25%
Final Exam	Closed book final exam covering text and class lectures.	25%

Grading Scale

A = 94 – 100	B+ = 88 – 89	C+ = 78 – 79	D = 60 – 69
A- = 90 – 93	B = 84 – 87	C = 74 – 77	F = 0 – 59
	B- = 80 – 83	C- = 70 – 73	

TENTATIVE COURSE SCHEDULE

DATE			TOPIC	READINGS/ASSIGNMENT DUE
W	January	23	First Class – 1. Overview of class with review of syllabus 2. Expectations from students and professor 3. Overview of industry 4. Introduction to facilities in the physical plant 5. Students pick a hotel company on which to do an individual in-class presentation. List of companies to be provided.	
W	January	30	Property visit to the Hilton McLean to view the physical plant, energy management system(s) and completed renovations (including lobby)	
W	February	6	Role, cost and management of hospitality; hospitality facilities management tools and techniques.	Prior to the February 6th class read Chapters 1 and 2

DATE			TOPIC	READINGS/ASSIGNMENT DUE
W	February	13	Safety and security systems; water and wastewater systems; laundry systems Case study review of water savings ROI	Prior to the February 13th class read Chapters 4, 5 and 9
W	February	20	Case study homework due based on learnings from 2/13 class (hand-in) Guest speaker TBD	Hand in water savings ROI
W	February	27	HVAC systems, lighting systems Case study review on lighting ROI	Prior to the February 27th class read Chapters 7 and 8
W	March	6	Vocabulary quiz Case study homework due based on learnings from 2/27 class (hand-in) Property visit to the Mason Inn	Hand in lighting ROI
W	March	13	No Class Spring Break	
W	March	20	Mid-Term Exam In-class individual presentations based on hotel company chosen on the first day (approximately 15 minutes max per student) to include minimum 7 page typed paper as hand-in	
W	March	27	Building Structure, Finishes and Site, lodging planning and design	Prior to the March 27th class read Chapters 11 and 12
W	April	3	Food service planning and design, renovation and capital projects Review of actual Hilton renovation project	Prior to the April 3rd class read Chapters 13 and 14
W	April	10	Renovation and capital projects; in-class project: scope and cost a renovation	
W	April	17	Vocabulary quiz Guest speaker TBD	
W	April	24	Review of industry trends and common reports used industry wide such as the Star Report and P&L's; review / discussion of roles of different disciplines in the hotel	
W	May	1	Flex class	
W	May	8	Final Exam	

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.

