

GEORGE MASON UNIVERSITY
School of Recreation, Health, and Tourism

TOUR 460 Hospitality Facilities Management (3)
Spring 2015

DAY/TIME:	Mon. 4:30-7:10PM	LOCATION:	Krug Hall 253
<i>INSTRUCTOR</i>)	John H. Moore	EMAIL ADDRESS:	jmoore37@gmu.edu
OFFICE LOCATION:	Bull Run Hall	PHONE NUMBER:	(703) 993-2061
OFFICE HOURS:	By Appointment	FAX NUMBER:	(703)-993-2025

PREREQUISITES/COREQUISITES

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

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 hotels and related businesses.

NATURE OF COURSE DELIVERY

Class will include of instructor lectures, but will be heavily augmented by guest speakers with expertise in various aspects of facilities management, both from an owners and operators perspective. Site visits are expected to be frequent, and may be as individuals or as a group. Site visits are arranged with outside parties and therefor business demands may cause changes in schedules which will be announced on Blackboard as well as reflected in revisions to the syllabus. The use of guest speakers not only expose the students to actual experience and working knowledge, but a chance to network with hotel executives from local industry.

REQUIRED READINGS

Hospitality Facilities Management and Design (Third Edition) Stipanuk, D.M. (2006). Hospitality facilities management and design (3rd Ed). Orlando, FL: American Hotel and Lodging Educational Institute
- The professor will also post additional industry journals.

EVALUATION

Grade	Total Score (Percentage)	Grade	Percentage
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%)		

Activity	Point	Percentage
Attendance & Participation	50	10%
Three Exams (each equal weight)	300	60%
One Group Project (Hotel Management)	150	30%
Total	500	100%

Attendance

Attendance will be taken at the end 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 or other dates noted on the schedule.

You will have two freebies (no questions asked). These two excused absences CANNOT be used on the following days: exam reviews and exams, quizzes, group project work sessions, your presentations (including others' group project presentations), and hotel site 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 of 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 of that constitutes "non-participation".

The only acceptable reasons for missing class are the same as those of the exam (so, use freebies wisely). Students missing class due to severe illness and family emergency should contact the instructor ahead of time and provide him with verification document. No points can be made up for an absence. If a student comes to a class more than 15 minutes late, s/he will be considered absent for that class. In the case that a student comes to a class less than 15 minutes late but shows a consistent pattern of being late (3 and more times), being late 3 times will equal one absence

Group Project

Four teams will be formed and each will present to the class a chapter in the text. Class time will be allocated to work within your groups.

Exams

Study guides, outlining the test materials, will be provided prior to the exams.

Blackboard

Blackboard will be used to post grades as well as identify additional reading assignments and providing study guides for the exams.

Career Social

Students are encouraged to attend the Career Social on February 25 at the HUB ballroom from 5PM until PM. There will be an event related question on one of the exams for which you can get credit.

TENTATIVE COURSE SCHEDULE

DATE			TOPIC	READINGS/ASSIGNMENT DUE
M	January	26	Review Syllabus and Class Expectations Review group project.	TBA
M	February	2	Tour of Fairfax Residence Inn, 3565 Chain Bride Road. General Manager Dave Wilson and GMU graduate Kristen Feenstra to provide tour and overview of extended stay design layout.	Chapter 1
M	February	9	Hotel Renovations	Chapter 14
M	February	16	Guest Speaker: Guy Reinbold, VP Food and Beverage, Marriott International, Food and Beverage Equipment and Outlet Layout	Chapters 10 and 13
M	February	23	Exam One Tour of Mason Global Center with Marc Fournier	TBA
W	February	25	Career Social	See note, pertaining to Career Social, above this chart
M	March	2	Guest Speaker: Gregory Rockett, VP of Corporate Development, Hilton Worldwide. Space and investment costs impact on product lines and development	Chapters 12 and 13
M	March	9	SPRING BREAK	
M	March	16	Guest Speaker: Craig Mason, Senior VP Host Hotels and Resorts. Ownership perspective on asset maintenance and capital planning	Chapter 14
M	March	23	Guest Speaker: Steve Lampa, Principal, Kensington Senior Living, Former SVP Rooms Operations, Marriott International. Preventative Maintenance.	Chapters 1 and 2
M	March	30	Guest Speakers: John Hogan and Bill McGowan Marriott International and Ritz Carlton, Senior Executives for Design and Project Management Facilities Design and Materials	Chapters 11 and 12
M	April	6	Guest Speaker: Frank Strike, Director, GMU Facilities Management. Components of Facilities management, systems, workforce management. Exam Two	Chapters 1 and 2
M	April	13	Guest Speaker: Denise Naguib, VP Sustainability, Marriott International	Chapter 3

DATE			TOPIC	READINGS/ASSIGNMENT DUE
M	April	20	Guest Speaker: John Leary, VP Capital Projects, Hilton International. Capital planning and facilities costs.	Chapters 11 and 12
¹¹ M	April	27	Group Presentations (2)	Chapters 3,4,5,7.
M	May	4	Group Presentation (2)	Same as above
T	May	5	Reading Day	
M	May	11	Final, Exam Three	

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://oai.gmu.edu/the-mason-honor-code/>].
- 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/policies/responsible-use-of-computing/>].
- 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.

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/>].

PROFESSIONAL BEHAVIOR: Students are expected to exhibit professional behaviors and dispositions at all 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.

