PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

FACILITIES OPERATION & MAINTENANCE
HSP 1300

Class Hours: 3.0  Credit Hours: 3.0
Laboratory Hours: 0.0  Revised: Fall 04

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course is designed to offer information to hospitality managers who manage the physical plant of a hospitality facility. Provides understanding of terminology vital for communication with engineering and maintenance.

Entry Level Standards:

Must be able to read, write, speak, and reason at the college level.

Prerequisites:

None

Textbook(s) and Other Course Materials:


I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Role, Cost, and Management of Hospitality Facilities</td>
</tr>
<tr>
<td>2</td>
<td>Hospitality Facilities Management Tools</td>
</tr>
<tr>
<td>3</td>
<td>Hospitality Facilities – An Overview</td>
</tr>
<tr>
<td>4</td>
<td>Environmental and Sustainability Management</td>
</tr>
<tr>
<td>5</td>
<td>Safety and Security Systems</td>
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<tr>
<td>6</td>
<td>Water and Wastewater Systems</td>
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<tr>
<td>7</td>
<td>Electrical Systems</td>
</tr>
<tr>
<td>8</td>
<td>Heating, Ventilation, and Air Conditioning Systems</td>
</tr>
<tr>
<td>9</td>
<td>Lighting Systems, Telecommunications Systems</td>
</tr>
<tr>
<td>10</td>
<td>Laundry Systems</td>
</tr>
<tr>
<td>11</td>
<td>The Building and Exterior Facilities</td>
</tr>
<tr>
<td>12</td>
<td>Lodging Planning and Design</td>
</tr>
<tr>
<td>13</td>
<td>Food Service Planning and Design</td>
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</tbody>
</table>
II. Course Objectives*:

A. Demonstrate a working knowledge of the systems that make up a hospitality facility. I, II, III, V, VI, VIII

B. Understand the impact of facilities management on guest comfort and business performance. I, II, III, VI, VII

C. Develop an awareness of the process involved in hospitality facility design. I, II, III, IV, V

D. Demonstrate a complete and thorough understanding of the interrelationships of the various facility systems. I, II, VI, VII

E. Develop an understanding of governmental regulation in conjunction with hospitality facilities. I, II, VI

F. Acquire a basic facilities vocabulary. I, II, V, VI, VII, VIII

*Roman numerals after course objectives reference goals of the Hospitality program.

III. Instructional Processes*:

Students will:

1. Produce a preventive maintenance schedule for a roadside motel by performing an on-site visit and determining the systems that require regular upkeep. Active Learning Outcome, Technological Literacy Outcome

2. Develop a vocabulary that allows them to communicate more effectively with varied types of maintenance and repair personnel. Transitional Strategy, Communication Outcome

3. Operate specific maintenance equipment for the purpose of demonstrating its use in class. Active Learning Outcome, Transitional Strategy, Information Literacy Outcome

4. Produce an emergency maintenance procedure manual for managers of small lodging facilities. Personal Development Outcome, Communication Outcome, Informational Literacy Outcome

5. Estimate hospitality repair and maintenance costs for budgetary purposes. Active Learning Strategy, Personal Development Outcome

6. Write a job description for a maintenance person for a large hotel property by interviewing large hotel maintenance managers. Active Learning Strategy, Transitional Strategy

7. Take field trips to personally envision the separate components of equipment in preventive maintenance systems. Personal Development Outcome, Communication Outcome

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. State the goals of the maintenance management systems. A, D, F

2. Describe the basic structure of water and wastewater systems. A, D, E, F
3. Explain the various functions of lighting systems. A, E, F
4. Identify the essential components of a HVAC system. A, B, E, F
5. Describe the new communication needs for hospitality facilities. A, E, F
6. Outline how building design and maintenance affect guest comfort and safety. A, B, D
7. Discuss food service equipment maintenance. C, F
8. Discuss a food service facility layout and design C, F
9. Discuss the types of utilities used in hospitality facilities. C, F
10. Explain the facility development process. A, C, D, F
11. Determine factors important to locating a laundry as well as which equipment to purchase. A, B, C, F
12. Describe methods the hospitality industry can utilize to limit solid waste. A, E, F
13. Explain the impact of OSHA required forms. A, E
14. Discuss how ADA affects hospitality forms. A, E
15. Describe various ways to reduce facilities energy costs. A, B, C, D
16. Distinguish among types of facilities renovations. A, C, D

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures:

Students are evaluated primarily on the basis of tests. A minimum of three exams must be given.

B. Laboratory Expectations:

N/A

C. Field Work:

Students will be responsible for two written and one oral report based upon information found in trade journals, personal interview, and site visits. Assignments concerning food service equipment and facility innovations will be required.

D. Other Evaluation Methods:

Class participation, group work and homework will also comprise the final grade for the course. Each instructor must provide full details the first week of class via a syllabus supplement.

E. Grading Scale:

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>92 - 100</td>
<td>A</td>
</tr>
<tr>
<td>89 - 91</td>
<td>B+</td>
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<tr>
<td>82 - 88</td>
<td>B</td>
</tr>
<tr>
<td>79 - 81</td>
<td>C+</td>
</tr>
<tr>
<td>72 - 78</td>
<td>C</td>
</tr>
<tr>
<td>65 - 71</td>
<td>D</td>
</tr>
<tr>
<td>Below 65</td>
<td>F</td>
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VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.] (Pellissippi State, 2004-2006 Catalog, page 83)

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (Pellissippi State, 2004-2006 Catalog, pages 62-63)

C. Accommodations for disabilities:

If you need accommodation because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform the instructor immediately. Privately after class or in the instructor's office. To request accommodations students must register with Services for Students with Disabilities: Goins 127 or 131, Phone: (865) 539-7153 or (865) 694-6751 Voice/TDD.

D. Computer Usage Guidelines:

College-owned or -operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State’s computing resources in an effective, efficient, ethical and lawful manner. (Pellissippi State, 2004-2006 Catalog, pages 67-70)