

Arkansas Tech University
Department of Parks, Recreation and Hospitality Administration
HA 4023 Hospitality Facility Management/Design
Spring 2014

Hospitality Administration Mission Statement



The mission of the Hospitality Administration Program is to provide quality education in hospitality administration, build a foundation for professional growth and development and encourage lifelong learning.

Program Learning Outcomes

At the conclusion of the program, students will be able to:

1. Exhibit professional hospitality administration knowledge, skills, and abilities.
2. Synthesize and evaluate core management concepts in the areas of hospitality accounting, finance, human resources, marketing, operations, and technology.
3. Describe the fundamental principles of leadership and demonstrate successful leadership skills.
4. Utilize critical thinking, problem solving, written and oral communication, and investigate skills specific to hospitality administration.
5. Apply experiential learning experiences acquired through courses, work experience, and internship to become a successful professional.
6. Demonstrate best practices to meet ever changing guest needs and expectations.

Course Description: HA 4023 Hospitality Facility Management and Design

The fundamental principles of facilities planning, facilities management, and maintenance for all segments of the hospitality industry. Application principles in the preparation of a typical layout and design.

Class Times MWF 11:00 PM-11:50PM

Location of Class: Room 125-Williamson Hall

Instructor Susan West
106 Williamson
479-356-6205 Office
Email: swest7@atu.edu

Office Hours: Tuesday 9:00 AM – 2:00 PM
Thursday 9:00 AM – 2:00 PM
****Or by Appointment**

Course Materials

Required Text:

Design and Layout of Foodservice Facilities, Third Edition by John C. Birchfield
ISBN: 978-0-471-69963-7

- Chapter 1* Discusses preliminary planning, concept development, market and financial feasibility, and site selection
- Chapter 2* Introduces the members of the project team and provides an overview of the design sequence
- Chapter 3* Discusses basic principles of effective foodservice facilities design
- Chapter 4* Provides guidance in space analysis for each of the primary functional areas of a foodservice facility
- Chapter 5* Discusses and gives examples of equipment layout in work areas
- Chapter 6* Introduces custom fabricated foodservice equipment, with a focus on materials and standards of construction
- Chapter 7* Introduces the various types of manufactured foodservice equipment used in foodservice facilities
- Chapter 8* Provides information on engineering (heat, electricity, plumbing, and ventilation) and architecture for foodservice facilities design

Hospitality Facilities (Building Type Basics series), by McDonough, Hill, Glazier, Lindsay, Sykes ISBN: 0-471-36944-6

Additional:

- **3** Ring Binder, no more than 2 inches wide
- Supplies as needed for course project
- Ability to provide transportation to assigned design project facility

Learning Outcomes and Artifact

HA Course	HA Course Title	ACPHA Standards	Learning Outcomes	Artifact(s)
HA 4023	Hospitality Facilities Management and Design	The operations relative to the provision of hospitality goods and/or services, including foodservice management and/or lodging management and related services	<i>Critique and compare</i> operations relative to the provision of hospitality goods and/or services	Exam questions
		The legal environment of profit and non-profit organizations	<i>Incorporate</i> legal issues regarding building design and the law	Case Studies
		The study of decision making models for energy, maintenance, and engineering situations within the hospitality industry	<i>Assemble</i> a design feature that could be integrated into the hospitality industry	Design Project

Course Format

Classroom procedure for this class may include all of the following formats: lectures, discussions, group assignments, class demonstrations, student demonstrations, PowerPoint presentations, outside readings, field trips, and/or guest speakers. This class will also require travel to either Lakepoint, which is an ATU facility located approximately 3 miles from the main campus, or Russellville Country Club, approximately 7 miles from campus.

EVALUATION AND GRADING

Methods of Evaluation:

4 Exams @ 100 points	400 points
Group Project Concept/presentation	500 points
Completion of Design Project(with video)	500 points
Homework/Assignments	<u>300 points</u>
Total Points	1700 points

Grading Scale: A = 90% and above
 B = 80-89%
 C = 70-79%
 D = 60-69%
 F = 59% or below

Exams

There will be 4 exams worth 100 points each. They will be taken from your text as well as discussion and lecture. If you miss a test, you will need to contact me BEFORE the next class to schedule a time to take the test during my office hours. **I WILL NOT GIVE MAKE-UP EXAMS WITHOUT WRITTEN MEDICAL OR JUDICIAL EXCUSE!!** The exams will include: multiple choice, true/false, fill-in-the-blank, short answer or essay. Failure to attend finals will result in an F for ALL tests. Total available points will be 400.

Group Project

This group project is designed to implement facility design information learned in this class. You will work in teams that I have assigned to design/update a room at Lake Point Conference Center or a room at Russellville Country Club. **You have a budget of \$1000.00 ONLY!!!** Points will be deducted if you go over this amount! Your final project will consist of:

- | | | |
|-------------------------------------|--------|--------------|
| • Background of concept | 25 pts | } 200 Points |
| • Room Layout design | 50 pts | |
| • Inventory and specs | 20 pts | |
| • Technology and telecommunications | 20 pts | |
| • Lighting | 45 pts | |
| • Color Selection | 20 pts | |
| • Budget | 20 pts | |

The remaining 300 points will come from the storyboard and presentation during the week of **MARCH 3rd-5th-7th2014!** The storyboard is to be NO LARGER than 4ft X 3ft (display board). It is to be understood that this is a “planning phase”— your group is to research as much information as possible that could be implemented by end of semester. You will be graded by a panel; including a Management team from the facility you are assigned. It is to be understood that the management of the facilities will make final decision with regard to project to be completed in the design room!

FINAL- Completion of Design Project Video

Once the design has been determined, the groups will work as one to complete the project. The winning team then becomes the project managers and have the responsibility of coordinating the completed project. You will have a work log for time spent at project, as well as a rubric for assessment of a peer within your group. Last, each group (2) will be required to record the process. This is to be a professional quality video that could be uploaded to the public. You may use your own devices, but if you do not have one, we have a flip-video in the department that can be checked out for use. These two videos will be presented as your final and is worth 200 points. Total points 500.

Homework Assignments

Since time constraints with group project may consume time in and outside of class, there will be several homework assignments given throughout the semester. One assignment for homework will be **attendance at Career Opportunity Day on March 19th** from 9 until noon. Total points 300.

Extra Credit

I may offer extra credit or bonus points throughout the semester. Including, but not limited to, assistance with special events, papers, newscasts and other opportunities that will arise throughout the semester.

CLASS POLICIES

Field Trips

It is Arkansas Tech University policy that students are NOT required to attend field trips. However, in lieu of the field trip, a substitute project/paper may be required to be completed by the student not attending the field trip.

Field Trip Etiquette

I expect you to dress in a professional manner and carry yourself as professionals. No shorts or tank tops will be accepted. Shoes must be cleaned and polished. You are representing Arkansas Tech University, the Hospitality Department and yourself.

Course Requirements

The following are course requirements for Facility Design and Maintenance:

- Attendance and participation in each class lecture.
- Completion of all assignments in a timely manner. All late homework will decrease in value by 10% each day the assignment is late.
- Completion of four exams as well as assigned readings.
- Completion of group design project
- Completion of homework assignments
- No use of any of tobacco products.
- Please turn cell phones to VIBRATE or SILENT and DO NOT TEXT!!!
- No translators are allowed in class or during tests!

Accommodation Needs

Anyone who has special needs or considerations to assist in learning or test taking should speak with the instructor privately so that adjustments may be made. This should be done within the first two weeks of classes or as soon as the need arises. Students with accommodation needs must register with the Disability Coordinator/University Testing Center at 479-968-0302.

Academic Conduct Policies

“A university exists for the purpose of educating students and granting degrees to all students who complete graduation requirements. Therefore, Tech requires certain standards of academic integrity and conduct from all students. Tech expects an academic atmosphere to be maintained in all classes. This atmosphere is created by both the professor and the class to enable all students enrolled to reach their academic potential. Students are expected to attend class, conduct themselves in a non-disruptive manner in class, and refrain from cheating, plagiarism, or other unfair and dishonest practices.

Students should also realize that the classroom is under the control of the professor who will give students a statement of his or her classroom policies in a syllabus at the beginning of the semester.

Academic Dishonesty

Academic dishonesty refers to the various categories of cheating and plagiarism in the classroom.

- **Cheating** on an examination, quiz, or homework assignment involves any of several categories of dishonest activity. Examples of this are: a) copying from the examination or quiz of another student; b) bringing into the classroom notes, messages, or crib sheets in any format which gives the student extra help on the exam or quiz, and which were not approved by the instructor of the class; c) obtaining advance copies of exams or quizzes by any means; d) hiring a substitute to take an exam or bribing any other individual to obtain exam or quiz questions; e) buying term papers from the Internet or any other source; and f) using the same paper to fulfill requirements in several classes without the consent of the professors teaching those classes.
- **Plagiarism** is stealing the ideas or writing of another person and using them as one's own. This includes not only passages, but also sentences and phrases that are incorporated in the student's written work without acknowledgement to the true author. Any paper written by cutting and pasting from the Internet or any other source is plagiarized. Slight modifications in wording do not change the fact the sentence or phrase is plagiarized. Acknowledgment of the source of ideas must be made through a recognized footnoting or citation format. Plagiarism includes recasting the phrase or passage in the student's own words of another's ideas that are not considered common knowledge. Acknowledgment of source must be made in this case as well.”

ATU Attendance Policy

From the 2013-2014 Catalog: "Regular class attendance is considered essential if students are to receive maximum benefit from any course. Control of class attendance is vested in the teacher, who has the responsibility of defining early in each course his/her standards and procedures. A student accumulating an excessive number of unjustifiable absences in a course may be dropped from the course by the instructor with a grade of "FE." A student who is dropped from three courses in a semester for unsatisfactory class attendance may be immediately suspended." **It will be your responsibility to sign in each day that you are in class!**

Your Role as a Student

I request that you not come in late as it is disruptive to me as well as your peers. If you leave class before time is up and have not informed me, I will count it as an absence. Discussions will be held periodically in class and I encourage all to participate. However, I will not tolerate inappropriate language including negative terms regarding ones ethnicity, gender, sexual preference or physical difference. I will expect you to keep up with the readings, assignments, quizzes and test dates. In return for your cooperation, I will treat you with mutual respect, try to help and encourage you in any way possible and together we can have a wonderful semester!! Welcome!!!

Schedule**Subject to change if needed**

Monday January 13	First Day of Classes-Introductions and Goals for semester
Wednesday January 15	FILM-TABLE IN HEAVEN
Friday January 17	FILM Continued
Monday January 20	MARTIN LUTHER KING HOLIDAY NO CLASS
Wednesday January 22	Fieldtrip to Lake Point
Friday January 24	Fieldtrip to Russellville Country Club
Monday January 27	Chapter 1 Preliminary Planning
Wednesday January 29	Chapter 1 continued
Friday January 31	Chapter 2 Foodservice Design
Monday February 3	Chapter 2 Continued

Wednesday February 5	Chapter 3 Principles of Design
Friday February 7	Chapter 3 continued
Monday February 10	Chapter 4 Space Analysis
Wednesday February 12	Chapter 4 continued
Friday February 14	EXAM 1 over Chapters 1-2-3-4 BIRCHFIELD
Monday February 17	Chapter 1 Perspectives **Hospitality Facilities**
Wednesday February 19	Chapter 1 continued
Friday February 21	Chapter 4 Conference Centers
Monday February 24	Chapter 4 Continued
Wednesday February 26	Chapter 5 Limited Service Hotels
Friday February 28	GROUP WORK DAY-IN CLASS!!
Monday March 3	PRESENT
Wednesday March 5	PRESENT
Friday March 7	PRESENT
Monday March 10	Test Review Winners Announced-groups re-assigned
Wednesday March 12	EXAM 2 Over HOSPITALITY FACILTIES Chapters 1-4-5
Friday March 14	BIRCHFIELD Chapter 5 Equipment Layout
Monday March 17	Chapter 5
Wednesday March 19	CAREER OPPORTUNITY DAY-NO CLASS but Attendance is REQUIRED!!!
Friday March 21	Chapter 5 continued
Monday March 24	SPRING BREAK
Wednesday March 26	SPRING BREAK
Friday March 28	SPRING BREAK

Monday March 31	Chapter 6 and 7 Food Service Equipment
Wednesday April 2	Chapter 8 Foodservice Facilities Engineering and Architecture
Friday April 4	Chapter 8 Continued
Monday April 7	EXAM 3 over BIRCHFIELD Chapters 5-6-7-8
Wednesday April 9	HOSPITALITY FACILITIES-Chapter 2 Luxury Hotels
Friday April 11	Chapter 2 continued
Monday April 14	Chapter 3 Resort Hotels
Wednesday April 16	Chapter 3 continued
Friday April 18	Chapter 6 Casinos
Monday April 21	Chapter 6 continued
Wednesday April 23	EXAM 4 over HOSPITALITY FACILTIES Chapters 2-3-6
Friday April 25	Student Appreciation Celebration 1-5 PM
Monday April 28	Wrap-up –EVERYTHING DUE IN CLASS-would like stapled and all turned in one packet Work Logs Peer Assessment Self Evaluation Lessons Learned Photos
April 29	READING DAY
MONDAY MAY 5th	FINAL-PRESENTATION OF VIDEO 8:00 AM-10:00 AM
	GRADUATION