



UNIVERSITY of MARYLAND
EASTERN SHORE

SCHOOL of BUSINESS AND TECHNOLOGY
Department of Hospitality and Tourism Management

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COURSE OUTLINE - SYLLABUS

1. GENERAL INFORMATION

1.1 Course: HMGT 303 – Hospitality Facilities Operations and Maintenance
– 3 Credit Hrs.

1.2 Meeting: Time: MWF - 9:00 a.m. – 9:50 a.m.

1.3 Instructor: Karl V. Binns, Ph.D.

1.4 Text: (Required) Managing the Built Environment in Hospitality Facilities
Thomas Jones & Dina Zemeke, Prentice Hall;
ISBN -13: 978-0-13-513574-7

1.5 Office Hours: MW 11:00a.m. – 3:00 p.m.; Tue. Th. 1:00 p.m. – 4:30 p.m.

1.6 **HTM Department Mission and Philosophy:** The mission of the Department of Hospitality and Tourism Management (HTM) within the School of Business and Technology is to prepare entry level hospitality management professionals with **essential skills** for long term hospitality career success and industry leadership. HTM also fosters research and service of direct application and benefit to the State of Maryland and the global hospitality industry (UMES Undergraduates Catalog: 2015-16).

1.7 **Disability Statement:** Students capable of success, regardless of their disabilities are admitted to the university. The faculty and staff of the University of Maryland Eastern Shore work cooperatively to assist their students in achieving their educational goals. Moreover, students with disabilities are accommodated in accordance with both federal and state laws. To receive special accommodations for a disability, the student must register with Student Disability Services before any accommodations can be granted. At the time of registering for disability services, please bring documentation to support your claimed disability. The documentation must be within three years and provided by a licensed professional with expertise in the special disability area. If you have questions about disability services or accommodations, please contact

Dr. Dorling Joseph at (410) 621-3446. The Student Disability Services office is located in the Student Services Center (SSC), Suite 2169.

2. **COURSE DESCRIPTION**

This course includes a study of basic engineering, public safety, building codes, equipment selection, and design procedures related to the hospitality industry. In addition, all hotel operating departments are reviewed and discussed. (UMES Undergraduate Catalog 2015-16).

3. **COURSE OBJECTIVES**

3.1 **General:** Helps students understand the changing responsibilities involved in facilities management in the light of emerging issues in waste management, environmental sustainability management and environmental related legislation.

3.2 **Program Learning Outcomes (PLOs) (#s 2, 3, 4)**

3.2. 2 (PLO) - #2: Marketing Mindedness - Production of graduates enabled to foster highest levels of hospitality industry customer/guest satisfying experiences via creation and management of marketing plans and integrated supporting documents.

3.2.3 (PLO) - #3: Quantitative Competence - Program Learning Outcome
Production of graduates able to -initiate and interpret financial decision making processes and documents necessary for cost effective customer/guest satisfaction management in hospitality establishments

3.2.4 (PLO) - #4 Technological Fluency - Production of graduates able to- select, initiate and manage technology based product and process based applications necessary for cost effective customer/guest satisfaction management in hospitality establishments.

3.3 **Course Learning Outcomes (CLO's):** Upon completion of this course, individuals will be able to:

3.3.1 **Analyze** the basic responsibilities of the facilities department and the facilities manager. 4*

3.3.2 **Assess** several types of maintenance, state the goals of maintenance management systems, and describe computerized and Internet-based facilities management. 6*

3.3.3 **Analyze** the basic facilities-related concerns associated with guestrooms, Corridors. 4*public space areas, recreation and exterior areas, and back-of-the-house areas.

3.3.4 **Plan** sustainability and its role in the overall business strategy of a Hospitality operation. 5*

3.3.5. **Outline** how building design and maintenance affect safety. 4*

3.3.6. **Critique** several protective measures that can help mitigate the risk of terrorist attacks. 6*

3.3.7 **Illustrate** water usage levels and patterns in the lodging industry, and describe the basic structure of water and wastewater systems. 3*

4.0 **CONDUCT OF COURSE**

4.1 **Prerequisites:** None

4.2 **Attendance:** (Reference UMES and HTM Dept. Policy)

4.2.1, Disruptive Conduct/Disorderly Conduct, this includes any conduct that interferes with the provision of University services or instruction or that interferes with any member of the University community. Examples: Verbal outbursts, rude behavior during lectures, physical gestures, actions or interruptions which limit or interfere with the provision of university services or instructional activities; unwarranted and Unreasonable disturbances during any UMES related activity. Persistently speaking without being recognized by the instructor.

4.2.2, UMES Inclement Weather and Emergency Conditions Policy In the event of inclement weather or other emergency conditions, you should tune into WESM-FM (91.3) for University closures or delays. Others announcements will be made via other local radio and television stations.

4.2.3 All students are expected to attend all classes and sign the class attendance sheet. Excessive unexcused absences for any reason may result in either a low grade or course failure. All students will be considered excessively absent from a class if they miss a class more hours during the semester or term than the class meets each week. For example, a student should not miss (unexcused absence) a class that meets three hours per week more than three hours during the semester or term or be absent from a class that meets on hour per week more than once during the semester or term. Please check the UMES catalog for any clarifications of this policy.

4.2.4 Tardiness & Late Assignment Policy (Binns Bucks (-) you Pay Me we believe punctuality is important, and a trait we want to encourage in our HRM students. What's more, late arrivals to class can be disruptive to the learning environment. In our ongoing the effort to ensure student success, I have adopted the "6-minute rule". Please do not enter the classroom after this period of time. If you enter the class after the 6 minute time period, 10 points will be deducted from your final semester points for each occurrence.

4.2.5 Black Board Submission Policy - There will be several weekly quizzes and assignments in this course, typically assigned on a weekly basis. Assignments will have various point values, but quizzes will have equal weight. The following class policies regarding assignments will be followed:

All assignments and quizzes are now open and must be submitted via Blackboard.

DO NOT AND WAIT UNTIL THE LAST MINTUE TO SUBMIT YOUR WORK! ONLY DOCUMENTED UMES POWER FAILURES ARE AN ACCETABLE EXCUSE FOR LATE SUBMISSIONS.

No deadline extensions for the entire class will be provided. (See syllabus about policy on extensions for individuals, based on emergencies documented in writing).No extra credit will be provided. Please make sure you **CHECK CAREFULLY your work BEFORE** submission Every semester, several students ask for leniency, claiming that they did the assignment, but accidentally submitted the wrong files. These claims are often legitimate, but, unfortunately, no grade leniency will be accorded to such claims. It is each student's responsibility to double-check their submissions. Computer crashes, network

crashes, software or hardware failure, Blackboard failure, e-mail failure, will NOT be accepted as justification for late submissions. If you want to minimize chances of a late submission, aim to submit early.

4.3 **Activities:**

- 4.3.1 Assignments & Cases
- 4.3.2 Guest Speakers & Other
- 4.3.3 Weekly Black Board Quizzes
- 4.3.4 Team Scavengers Hunt

5 **FINAL GRADE DETERMINATION**

There will be four courses (4) exams. Each exam will include multiple choice questions and may include essay questions. All exams will be administered in the UMES computer lab (Waters Hall) Each exam will be timed. Information covered in reading assignments as well as class discussions, guest lectures and presentations will be included on the final exam. Passing the exams, and ultimately the course will be a measurement of your ability to apply theories and concepts learned during the semester, rather than your ability to simply memorize information. All students must take all four exams in order to pass the course.

GRADING PROCEDURES

750 - 675 - A
674 – 600 - B
599 - 525 - C
524 - 450 - D
449 ---- 0 – F

Assignments	Points
Exams – 4 – 100pts	400
Assignments & Cases	115
Guest Speakers & Other	55
Weekly Black Board Quizzes	100
Team Scavengers Hunt	80
Total Points	750

6. **REFERENCES:**

Sustainability in the Hospitality Industry 2nd Ed: Principles of Sustainable Operations 1st Edition by [Willy Legrand](#) (Author), [Philip Sloan](#) (Author), [Joseph S. Chen](#) (Author)

7. SCHEDULE OF DATES, TOPICS, AND ASSIGNMENTS

DATE	TOPIC	Assignment
WEEK 1	Introduction, Course Overview Lecture - Notes	
WEEK 2	Class - Lecture Chapter – 1 pages 3 – 12	
WEEK 3	In-Class Lecture Chapter – 2 - The Engineering Department – Pages 13 - 52	
	In-Class Lecture Chapter – 2 - The Engineering Department – Pages - 13 - 52	Assignment # 1 Due Submit in Blackboard (be prepared to discuss in class) closes 9:00 am - 2/8
	Chapter – 2 <u>No Class</u>	Weekly Quiz – 1 Due in Blackboard, Quiz closes 11:59 pm
WEEK 4	In Class Lecture Chapter – 3 - Issues and Trends Pages 13 – 52	
	In-Class Lecture Chapter – 3 Issues and Trends Pages 13 – 52	Assignment # 2 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am -2/15
	Chapter – 3 <u>No Class</u>	Weekly Quiz – 2 Due in Blackboard Quiz closes 11:59 pm
WEEK 5	<u>In Class Lecture</u> Chapter – 4 Issues and Trends Pages 13 – 52	
	Exam – 1	(Systems Approach; Chapter 1;2;3) Waters Dining Hall Exam Opens – 9:00 am – 10:00 am
	<u>No Class</u> Chapter – 4 Issues and Trends	Weekly Quiz – 3 Due in Blackboard Quiz closes 11:59 pm
	<u>In-Class Lecture</u> Chapter – 4 Issues and Trends Pages 13 – 52	Assignment # 3 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am -3/1 – Trash Inc. - Video
WEEK 6	<u>In-Class Lecture</u> Chapter – 5 Water Systems	Assignment # 4 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am -3/1 – Liquid Assets - Video
	<u>No Class</u> Chapter – 5 Water Systems	Weekly Quiz – 4 Due in Blackboard Quiz

		closes 11:59 pm
	<u>In-Class Lecture</u> Chapter – 5 Water Systems	
WEEK 7	<u>In-Class Lecture</u> Chapter – 6 Electrical Systems	Assignment # 5 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am -3/8 “When Darkness Falls”
	<u>No Class</u> Chapter – 6 Electrical Systems	Weekly Quiz – 5 Due in Blackboard Quiz closes 11:59 pm
Spring Break		
	<u>In Class Lecture Class</u> Chapter – 6 Electrical Systems	
WEEK 8	Exam – 2	(Chapter 4;5;6) Waters Dining Hall Exam Opens – 9:00 am – 10:00 am
WEEK 9	<u>No Class</u> Chapter – 7 Heating Systems	Weekly Quiz – 6 Due in Blackboard Quiz closes 11:59 pm
Dinner Theater Week		Wed & Fri – No Class
	<u>In-Class Lecture</u> Chapter – 7 Heating Systems	
	<u>In-Class Lecture</u> Chapter – 7 Heating Systems	Assignment # 6 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am -4/12
WEEK10	<u>No Class</u> Chapter – 8 & 9 Cooling Systems & Ventilation	Weekly Quiz – 7 Due in Blackboard Quiz closes 11:59 pm
	<u>In-Class Lecture</u> Chapter – 8 & 9 Cooling Systems & Ventilation	Assignment # 7 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am -4/19
WEEK 11	Exam – 3	(Chapter 7; 8; 9) Waters Dining Hall Exam Opens – 9:00 am – 10:00 am
	<u>No Class</u> Chapter 10 – Life Safety and Security	Weekly Quiz – 8 Due in Blackboard Quiz closes 11:59 pm
WEEK 12	Team Scavenger Hunt	

WEEK 13	<u>In-Class Lecture</u> Chapter – 10 Life Safety and Security	Assignment # 8 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am -4/26
	<u>No Class</u> Chapter – 11 Vertical Transportation	
	<u>In Class Lecture</u> Chapter – Vertical Transportation	
WEEK 14	<u>In-Class Lecture</u> Chapter – 13 The Building Envelope and Exterior Systems	Assignment # 9 Due Submit in Blackboard (be prepared to discuss in class) Assignment closes 9:00 am 5/3
	<u>No Class</u> Chapter – 13 The Building Envelope and Exterior Systems	Weekly Quiz – 9 Due in Blackboard Quiz closes 11:59 pm – 5/5
	<u>In-Class Lecture</u> Chapter – 13 The Building Envelope and Exterior Systems	
WEEK 15	Exam - 4	Chapters (10; 11; & 13) Waters Dining Hall. Exam Opens – 3:00 pm 4:50 pm