



International College of Management Sydney

In association with



**MACQUARIE
UNIVERSITY**

FACULTY OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS

GRADUATE STUDIES OFFICE

Hospitality Property and facilities
Management
ICMS 833

UNIT OUTLINE
Semester 1 - 2009

Students in this unit should read this unit outline carefully at the start of semester. It contains important information about the unit.

Lecturer:

Peter Robinson
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ABOUT THIS UNIT

Assumed knowledge: There is no specific assumed knowledge for this unit.

Description

The unit begins with an examination of aspects of strategic planning and policy making in relation to asset management and engineering functions in hospitality properties. It explores areas such as the design and renovation of structures, maintenance of a safe and secure environment, containment of energy costs, preservation of physical facilities and compliance with building codes. These issues are important in ensuring long-term operational profitability.

Topics

- Examination of the attributes of sound architectural design and construction methods.
- An analysis of the reasons why understanding property management is a vital part of strategic management.
- Planning the design briefing documents for refurbishment programs.
- Preparing a project management schedule for capital works.
- Examining the requirements for a maintenance agreement.
- Analysing the principles of asset management and preparing basic policy guidelines for the management of physical facilities
- The preparation of budget estimates
- Examining the basic concepts of energy management.
- Preparing a plan to implement health, safety and security procedures in the workplace.

Assessment

Individual project assignment (Hospitality Facility Feasibility Report [length 5,000 words])	30%
Classroom Presentation	20%
Final examination	50%

TEACHING STAFF

- Mr. Peter Robinson
- Email : probinson@icms.edu.au
- Phone: 02-94661059
- Mobile: 0410 896 413
- Location: Kelly House, Faculty Office
- Consultation availability Tuesday & Wednesday AM & Thursday PM)

CLASSES

12 x 3 Hr Lectures to be conducted 2-5 pm Wednesday commencing Wednesday 25th February.

REQUIRED AND RECOMMENDED TEXTS AND/OR MATERIALS

- David M. Stipanuk, *Hospitality Facilities Management and Design* Educational Institute , American Hotel & Lodging Association (2006) Available for loan from ICMS Library
- Edmond P. Rondeau, Robert Kevin Brown Paul D. Lapidés (2006) *Facility Management* (2nd Edition), John Wiley and Sons. ISBN 0-471-70059-2
- Weekly Handouts from lecturer

UNIT WEB PAGE

- Blackboard - <http://learn.mq.edu.au>

LEARNING OUTCOMES

The learning outcomes for this unit are that students will be able to:

- list the attributes of sound architectural design and construction methods
- state the reasons why understanding property management is a vital part of strategic management
- outline the design brief documents for refurbishment programs
- prepare a project management schedule for capital works
- outline the requirements for a maintenance agreement
- critically examine the principles of asset management and prepare basic policy guidelines for the management of physical facilities
- prepare budget estimates
- describe the basic concepts of energy management
- develop a plan to implement health, safety and security procedures in the workplace.

TEACHING AND LEARNING STRATEGY

- The strategies used to achieve the aims and objectives of this unit will be formal lectures, group discussions and class exercises.
- Students are expected participate within the classroom.
- Students will be required to complete a written assignment (Feasibility Study) and deliver a classroom presentation on their report in the classroom.
- Students will need to read in advance notes which are listed within the Macquarie Blackboard and to follow current industry developments.
- The week-by-week list of the topics to be covered are as follows:

Unit Outline

Semester 1, 2009 – Wednesday Class

Week	Date	Lecture	Chapter(s)	Tutorial
1	25 th Feb	<p>Topic: Introduction: The Hospitality Industry</p> <p><u>What is the Hospitality Industry?</u> <u>What Facilities does it need?</u> <u>How much does it cost to provide?</u> <u>How much does it cost to run?</u></p> <p>Activity: Estimating Building Costs Reading from: Construction Cost Handbook, Rawlinson's, 2004</p>		
2	4 th Mar	<p>Topic: Life-cycle Costs</p> <p><u>Construction Development (Site, Building, Fit-out)</u> <u>Operating Costs (Energy, R&M, Cleaning etc.)</u></p> <p>Activity: Life-cycle costing Reading from: Building Economics for Architects, (Chapter 4 & Appendix 8),</p>		
3	11 th Mar	<p>Topic: Development</p> <p><u>What the design team does</u> <u>The Building Code of Australia</u> <u>The design brief</u> <u>Building Construction</u> <u>Refurbishment</u></p> <p>Activity: Outlining a design brief Reading from: Project Management: Planning & Control Techniques, Rory Burke, 4th Ed, Burke Publishing, 2003, ISBN 0 9582391 5 0</p> <p>Introduction of Assignment</p>		
4	18 th Mar	<p>Topic: Development (cont)</p> <p><u>Building Construction</u> <u>Refurbishment</u></p> <p>Activity: Outlining a design brief Reading from: Project Management: Planning & Control Techniques, Rory Burke, 4th Ed, Burke Publishing, 2003, ISBN 0 9582391 5 0</p>		
5	25 th Mar	<p>Topic: Building Services</p> <p><u>Mechanical Ventilation</u> <u>Refrigeration</u> <u>Air Conditioning</u></p> <p>Activity: Sizing plant & plant rooms Reading from: Building Services: A guide to design Engineering for Architects, R.P.Parlour, 3rd Ed, Integral Publishing 2000, ISBN 0 646 34260 6</p>		
6	1 st April	<p>Topic: Building Services (cont)</p> <p><u>Lifts and Escalators</u> <u>Electrical Installations</u> <u>Hydraulic Installations (h&c, sewers)</u> <u>Fire Fighting Systems</u> <u>Communications Installations</u></p>		

		<u>Kitchens & bars</u>		
		Activity: Mechanical services distribution Reading from: Building Services: A guide to design Engineering for Architects, R.P.Parlour, 3 rd Ed, Integral Publishing 2000, ISBN 0 646 34260 6		
7	8 th April	Topic: <u>Energy Management</u> <u>Elements of Passive Design</u> <u>Active Design</u> Activity: Energy Audit Reading from: Energy Efficiency in Buildings, CIBSE Guide F, 1998 ISBN 0 900953 86 1		
		<i>Mid Semester Break (13 Apr – 27 April)</i>		
8	29 th April	Topic: <u>Repairs & Maintenance</u> <u>Statutory Obligations</u> <u>Depreciation</u> <u>Wear & Tear</u> <u>Obsolescence</u> Activity: CAPEX Plan, Maintenance Management Reading from: Business Driven facility Management of Buildings. Emile W.J.Eerens,2003, Le Clochard Publishing ISBN 0 9750716-5-3,		
9	6 th May	Topic: <u>Other Costs (Dennis Doty)</u> <u>Cleaning & Security</u> <u>Insurance</u> <u>Waste Disposal etc</u> Activity: Lecture/Discussions		
10	13 th May	Activity: Operational Management Activity: Lecture/Discussions Reading from: Business Driven facility Management of Buildings. Emile W.J.Eerens,2003, Le Clochard Publishing ISBN 0 9750716-5-3,		
11	20 th May	Topic: <u>Facility Management Information Systems</u> <u>Asset Register</u> <u>Condition Register</u> <u>Schedule of Tasks</u> <u>In-house or Out Source</u> Activity: Lecture/Discussion Reading from: Business Driven facility Management of Buildings. Emile W.J.Eerens,2003, Le Clochard Publishing ISBN 0 9750716-5-3,		
12	27 th May	Topic: <u>Student presentations</u>		
13	3 rd June	<i>Final exam</i> <i>10 questions to be answered within 3 hours</i>	--	None

RELATIONSHIP BETWEEN ASSESSMENT AND LEARNING OUTCOMES

Facilities and property management is a vital part of planning and controlling an entity and this is particularly important in the hospitality industry. Understanding the importance of architectural design and construction methods underpins the preparation of design documents for refurbishment programs. This unit provides a rigorous, theoretical base and meaningful application to industry scenarios that combine to make the unit an exciting, practical and memorable learning experience. The hospitality and tourism industries depend on senior managers with skills to achieve viable redevelopment strategies, managers who understand the implications of sound facilities and property management that provides superior quality venues and distinctive quality service.

Assessment/Attendance.

- Attendance: The minimum attendance requirement is 80%.
- The Feasibility Report is due to be submitted in class on Wednesday 13th May during the programmed class. Word length is 7,000. Marked work will be returned to students on Wednesday 20th May.
- Presentation of your report to the class will occur on Wednesday 27th May and marks will be provided to students on Friday 29th May by email.
- The Feasibility report should be submitted bound and of a standard that could be presented to a prospective investor wishing to build the facility upon which you have undertaken your study. The presentation should be no more than 15 minutes in length with a further five minutes allocated for questions from the audience. Use of limited Power Point slides is encouraged.
- Late submission of the assignment will result in a penalty of 5% per day up to a maximum of 6 days at which time a failed assessment will be given. No extensions of time will be permitted.

EXAMINATION

Include the following details in your unit outline.

- Examination will take place at ICMS on Wednesday 3rd June during normal class time
- Exam duration will be 3 hours(e.g. 2 hour exam, 3 hour exam)
- The examination will consist of multiple choice, short answers and one essay
- The University policy requires that a student must achieve a pass in the exam in order to pass the unit irrespective of accumulated marks
- Calculators will be permitted to be used in the exam

The only exception to not sitting an examination at the designated time is because of documented illness or unavoidable disruption. In these circumstances you may wish to consider applying for Special Consideration. Information about unavoidable disruption and the special consideration process is available at

<http://www.reg.mq.edu.au/Forms/APSCon.pdf>

You are advised that it is Macquarie University policy not to set early or delayed examinations for individuals or groups of students. All students are expected to ensure that they are available until the end of the teaching semester, which is the final day of the official University examination period, and can attend the exam at the designated time and place.

PLAGIARISM

The University defines plagiarism in its rules: "Plagiarism involves using the work of another person and presenting it as one's own." Plagiarism is a serious breach of the University's rules and carries significant penalties. You must read the University's practices and procedures on plagiarism. These can be found in the *Handbook of Postgraduate Studies* or on the web at: <http://www.student.mq.edu.au/plagiarism/>

The policies and procedures explain what plagiarism is, how to avoid it, the procedures that will be taken in cases of suspected plagiarism and the penalties if you are found guilty. Penalties may include a deduction of marks, failure in the unit, and/or referral to the University Discipline Committee.

UNIVERSITY POLICY ON GRADING

Academic Senate has a set of guidelines on the distribution of grades across the range from fail to high distinction. Your final result will include one of these grades plus a standardised numerical grade (SNG).

On occasion your raw mark for a unit (i.e., the total of your marks for each assessment item) may not be the same as the SNG which you receive. Under the Senate guidelines, results may be scaled to ensure that there is a degree of comparability across the university, so that units with the same past performances of their students should achieve similar results.

It is important that you realise that the policy does not require that a minimum number of students are to be failed in any unit.

The process of scaling does not change the order of marks among students. A student who receives a higher raw mark than another will also receive a higher final scaled mark.

Grade definitions

HD	High Distinction 85-100%	<i>Denotes performance which meets all unit objectives in such an exceptional way and with such marked excellence that it deserves the highest level of recognition.</i>
D	Distinction 75-84%	<i>Denotes performance which clearly deserves a very high level of recognition as an excellent achievement in the unit.</i>
Cr	Credit 65-74%	<i>Denotes performance which is substantially better than would normally be expected of competent students in the unit.</i>
P	Pass 50-64%	<i>Denotes performance which satisfies unit objectives.</i>
PC	Pass Conceded 45-49%	<i>Denotes performance which meets unit objectives only marginally.</i>
F	Fail 0-44%	<i>Denotes that a candidate has failed to complete a unit satisfactorily.</i>
FA	Fail Absent 0-44%	<i>Denotes that a candidate has failed to complete a unit satisfactorily and was absent from a compulsory final examination</i>
W	Withdrawn	<i>No grade as student withdrew with permission prior to final examination</i>
I	Incomplete	<i>Grade yet to be determined as all assessment tasks have not yet been completed</i>
IS	Incomplete Supplementary	<i>Supplementary examination approved and yet to be completed</i>

STUDENT SUPPORT SERVICES

Macquarie University provides a range of Academic Student Support Services. Details of these services can be accessed at <http://www.student.mq.edu.au>

