

Course Title	Facilities Management				
Course Code	HOTL307				
Course Type	Compulsory				
Level	Higher Diploma				
Year / Semester	3 rd Year / 5 th Semester				
Instructor's Name	Pishilis George				
ECTS	4	Lectures / week	2	Laboratories / week	None
Course Purpose and Objectives	The course provides to students the basic knowledge of the Facilities Management, which includes the Housekeeping, Engineering and Maintenance departments.				
Learning Outcomes	<p>Upon successful completion of this course, students are expected to:</p> <ul style="list-style-type: none"> • Determine the role and functions of the Housekeeping department. • Identify the job description and job specification of the housekeeping employees and the importance of following the current health, safety and security rules used in the hospitality industry. • Distinguish the various cleaning equipment, linen, furniture and fixtures. • Be able to evaluate the linen room operations • Explore the laundry and dry-cleaning procedure and management. • State the importance of following the correct cleaning procedures. • Explain the goals and objectives of Hotel Engineering Management and describe the theoretical aspects of utility systems, energy conservation, mechanical equipment and building systems. • Describe the organization and management of the maintenance department and the types of maintenance required. • Identify the two primary categories of facility operating costs and the components and factors of each category. • Describe the basics of HVAC, Electrical, Water and Sewer, Refrigeration and Illumination systems. 				
Prerequisites		Co-requisites	None		
Course Content	<ul style="list-style-type: none"> • Introduction to the Housekeeping work- Planning, Organizing and Staffing - - Planning and scheduling workers – Team Staffing • Material Planning – FFE, Cleaning Equipment & Supplies • Purchase, cleaning and use of Bedding, Linen, and Uniforms • Housekeeping Daily Routine • Safeguarding of Assets – Concerns for Safety and security in Housekeeping Operations 				

	<ul style="list-style-type: none"> • Laundry, Dry-cleaning and Stain removal. – Understanding basic Engineering and Operating the equipment • Asset Management - Role, Cost and Management of Hospitality Facilities. Renovations and Capital Projects • Management Tools, Techniques and Trends Cost and Budgets • Water and Waste Management Systems – Electricity, Heat, Ventilation & Air Conditioning. Lighting • Lodging & Foodservice Planning & Design, • Calculating Carbon Footprints Design, • Environmental & Sustainable Management - “Green Lodging Management”
Teaching Methodology	Course topics are presented by a variety of teaching approaches including lectures, exercises, multimedia cases, homework case analysis and class presentations and discussions of assigned readings.
Bibliography	<p>compulsory reading</p> <ul style="list-style-type: none"> • Stipanuk, David M. (2006), Hospitality Facilities Management and Design, 3rd, American Hotel & Lodging Educational Institute, ISBN: 978-0-86612-285-6. <p>additional reading</p> <ul style="list-style-type: none"> • J.A. Jones, Thomas (2005), Professional Management of Housekeeping Operations, John Wiley & Sons, ISBN: 0-471-26894-1. • Casado, Matt A. (2000), Housekeeping Management, John Wiley & Sons, ISBN: 0-471-25189-5. <p>Academic Articles</p> <ul style="list-style-type: none"> • Macbeth, J., Carson, D. and Northcote, J. (2004) Social Capital, Tourism and Regional Development: SPCC as a Basis for Innovation and Sustainability, Current Issues in Tourism. Vol. 7, No. 6, Pp. 502-522 <p>https://www.tandfonline.com/doi/abs/10.1080/1368350050408668200</p> <ul style="list-style-type: none"> • M. Isabella Leone & Paola Belingheri (2017) The relevance of Innovation for Ethics, Responsibility and Sustainability. Industry and Innovation. Vol. 24, No. 5, Pp. 437-445. <p>https://www.tandfonline.com/doi/full/10.1080/13662716.2017.1310036</p> <ul style="list-style-type: none"> • Fornes, G., Monfort, A., Ilie, C., Koo, C. K. and Cardoza, G. (2019) Ethics, Responsibility, and Sustainability in MBAs. Understanding the Motivations for the Incorporation of ERS in Less Traditional Markets, Sustainability. Vol. 11, Pp. 1-22. <p>https://www.mdpi.com/2071-1050/11/24/7060</p>

Assessment	<ul style="list-style-type: none">▪ Class participation 10%▪ Assignments/Tests 20%▪ Mid-term exam 20%▪ Final exam 50%
Language	English