

REPORT

with Jeffrey Miller

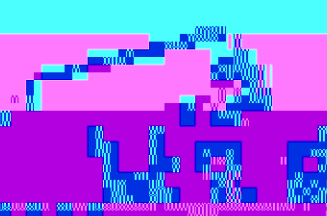
CONSUMER PROTECTION DIVISION, DEPARTMENT OF JUSTICE

Washington, D.C. 20542

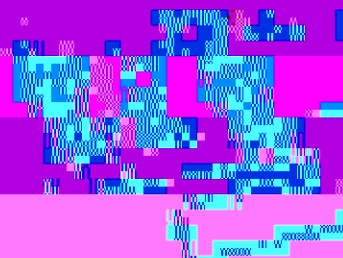
February 1, 1994

Dear Mr. Miller:

Thank you for your letter of January 27, 1994, regarding the



re: [illegible]



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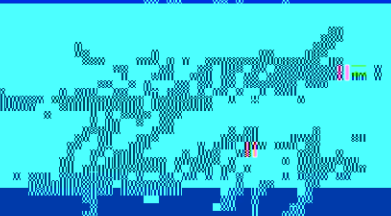
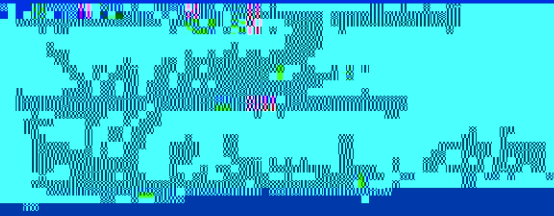
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I. Catalog Description

HR 365 Hotel Facilities Management

3c-01-3sh

\*Prerequisites: None

Analyzes principles of hotel design, construction, and physical management. Includes housekeeping and maintenance procedures discussed.

**Part II. Description of the Curriculum Change**

**B. Summary of Proposed Changes**

(1) Old Course Title: Hotel Design and Maintenance

New Course Title: Hotel Facilities Management

(2) Old Prerequisite: HR 356

New Prerequisite: None

(3) Old Course / Catalog Description:

Analyze functions of housekeeping and maintenance departments within

a hotel. Identification of various hotel design concepts and design



C. Electrical Systems (3 lectures)

1. Electrical terminology
2. System design and components

3. Electrical billing

D. Lighting Systems (2 lectures)

1. Basic terminology
2. Lighting system design
3. Lighting system maintenance
4. Energy conservation opportunities

E. Safety and Security Systems (3 lectures)

1. Safety and security design characteristics
2. Fire prevention systems
3. Safety and security technology

- K. **Managing an On-Premises Laundry** (3 lectures)
  - 1. Planning the OPL
  - 2. Flow of linens
  - 3. Machines and equipment
  - 4. Valet service
  - 5. Staffing considerations

**Guestroom Cleaning** (3 lectures)

- 1. Preparing to clean
- 2. Cleaning the guestroom
- 3. Inspection
- 4. Deep cleaning

- M. **Public Area and Other Types of Cleaning** (3 lectures)
  - 1. Front-of-House areas
  - 2. Other functional areas

- 3. Special projects

- N. **Maintenance Operations** (3 lectures)
  - 1. Functions of the maintenance departments
  - 2. Prioritizing maintenance requests
  - 3. Managing the maintenance function

- P. **Final Examination / Culminating Activity** (2 hours)

**Grading Scale:**

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
0 – 59	F

**V. Required textbooks, supplemental books and readings**

Hotel Facilities Management – Customized Textbook, The Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan, 1994.

**VI. Special resource requirements**

Students may expect to incur some moderate costs during the construction of the guestroom design project.

**VII. Bibliography**

Birchfield, J.C.,(1988) Design and Layout of Foodservice Facilities. Van

Nostrand Reinhold, New York, New York.

Rutes, W.A., and Penner, R.H.,(1985), Hotel Planning and Design: A Guide for Architects, Interior Designers, and Hotel Executives, 9 Tek Ltd. Publications, Scottsdale, Arizona.

Stipanuk, D.M., and Roffman, H.,(1996), Facilities Management, The Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan.

Walker, J.R.,(1999),Introduction to Hospitality: Second Edition, Prentice Hall,

## Course Syllabus

### I. CATALOG DESCRIPTION

HR 365 Hotel Design and Maintenance

3 credits

Prerequisites: HR 356

Analyzes functions of housekeeping and maintenance departments within a hotel.

Identification of various hotel design concepts and design characteristics are explained.



- G. Carpets & Floors (Chapter 7)
- H. Ceilings, Walls, Furniture, & Fixtures (Chapter 8)
- I. Beds, Linens, & Uniforms (Chapter 9)
- J. Planning & Organizing the Housekeeping Department (Chapter 10)
- K. Managing an On-Premises Laundry (Chapter 11)
- L. Guestroom Cleaning (Chapter 12)
- M. Public Area & Other Types of Cleaning (Chapter 13)
- N. Supplemental

75% Tests -- Three tests consisting of completion and short answer questions  
- 100 Points Each

25% Guestroom Design Project -- 100 Points

Total earned points will be added and divided by 4 to arrive at your grade.

V. REQUIRED TEXTBOOK

Hotel Facilities Management - HR 365 Customized Textbook, The Educational  
Institute of the American Hotel & Motel Association, First Edition, 1994

**Part III. Letters of Support**

was not obtained.