



WACO, TEXAS

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**COURSE SYLLABUS  
AND  
INSTRUCTOR PLAN**

**Hospitality Facilities Management  
HAMG 2337.O280**

**NOTE: This is an 8-week online course.**

**KAREN CRUMP, PROFESSOR**

# HOSPITALITY FACILITIES MANAGEMENT F23 HAMG 2337.O280

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## Course Description:

This course is designed for the non-engineer and will provide the information needed to know to manage the physical plant of a hotel or restaurant and how to work effectively with the engineering and maintenance departments. It focuses on building management and facilities to include safety, security, sustainability and risk assessment.

## Course Objectives and/or Competencies:

- Describe the role and function of the engineering and maintenance departments within the hospitality industry
- Assess the security procedures for guest protection, internal control, and ADA building requirements
- Analyze the selection factors for contract maintenance services
- Identify sustainability trends in the hospitality industry

## Prerequisites and/or Corequisites:

None

## Minimum Requirements Needed for this Course:

This is an online course. Students should have basic computer skills, knowledge of Office 365 especially Word, Excel and PowerPoint, and a basic understanding of how to use search engines and common web browsers. Access to a computer and internet is required to be successful. There are plenty of computer stations throughout the campus for your use including 2 labs in the BT Building and stations in the library. Check the MCC website for hours of these locations.

## Instructor Information:

Instructor Name: Karen Crump  
MCC E-mail: kcrump@mclennan.edu  
Office Phone Number: 254-299-8290  
Cell Phone Number: 254-722-6159  
Office Location: BT205  
Office Hours: Tuesdays/Thursdays in office and/or online: 1:00p – 2:00p;  
Mondays/Wednesdays online: 10:00a – 12:30p

I will be happy to set up a zoom session at any time that is convenient. My office phone number (2542998290) will always be the access code for all zoom sessions.

**\*\*Since we are preparing for the business world, appointments are preferred and can be made for any time during the week, based on my availability\*\***

Other Information: Feel free to contact me at any time; Please no calls before 7:30am or after 7:00pm!  
Texts are acceptable.

## Required Text & Materials:

Title: Hospitality Facilities Management and Design  
Author: Stipanuk, David  
Edition: 4th Edition  
Publisher: Pearson  
ISBN: 978-0-86612-476-8

[MCC Bookstore Website](#)

A printbound textbook has been included in the course; Please make sure you pick up your copy at the bookstore. They will ship it to you as well if you are out of town.

## Methods of Teaching and Learning:

Assigned readings, discussion groups, group/individual projects and presentations, real world case studies and assignments, written reports/papers, exams, and quizzes.

## Free Microsoft Office 365:

MCC offers Office 365 free of charge to all MCC students. If you are in need of this software, please type in Office 365 in the search bar on MCC's website to learn how to download it. There are specific directions for those of you with chromebook.

# HOSPITALITY FACILITIES MANAGEMENT F23

## HAMG 2337.O280

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**Mission Statement:** My mission for this class is to provide you with a few tools and the knowledge of how to better maintain the physical environment of any business you manage in your career.

### Outline or Schedule (subject to change):

#### **WEEK 1: Monday, October 16**

Welcome/Class Overview/Orientation

Chapter 1: The Role, Cost, and Management of Hospitality Facilities

#### **WEEK 2: Monday, October 23**

Chapter 2: Hospitality Facilities Management Tools, Techniques, and Trends

Chapter 3: Environmental and Sustainability Management

TEST#1: Chapters 1-3

#### **WEEK 3: Monday, October 30**

Chapter 4: Safety and Security Systems

Chapter 5: Water and Wastewater Systems

#### **WEEK 4: Monday, November 06**

Chapter 6: Electrical Systems

Chapter 7: Heating, Ventilating and Air Conditioning Systems

TEST#2: Chapters 4-6

#### **WEEK 5: Monday, November 13**

Chapter 8: Lighting Systems

Chapter 9: Laundry Systems

TEST#3: Chapters 7-9

#### **WEEK 6: Monday, November 20 (Thanksgiving Week)**

Chapter 10: Building Structure, Finishes and Site

#### **WEEK 7: Monday, November 27**

Chapter 11: Lodging Planning and Design

Chapter 12: Renovation and Capital Projects

TEST#4: Chapters 10-12

#### **WEEK 8: Monday, December 04**

Finals week

### **Course Grading Information:**

Orientation	30
Attendance/Class Participation	70
4 Exams	300
Comprehensive Final	100
11 Chapter Quizzes	110
Real World Exercise	100
Fun with Facilities Presentation	100
First Aid/CPR Training	100
Miscellaneous Assignments	<u>90</u>
	<b>1000 points</b>

#### **Allocation of letter grades will be as follows:**

A	900 - 1000 points / 90%+
B	800 - 899 points / 80% - 89%
C	700 - 799 points / 70% - 79%
D	600 - 699 points / 60% - 69%
F	<600 points / <60%

**\*\*The number of total points may change due to changes in the syllabus; however, the percentages applied will remain the same (ie. 90% of total points will be equivalent to an A)\*\***

Your final grade will be kept up-to-date in the grade book based on the assignments that have been graded. You will see something like 45/50. The 1<sup>st</sup> number refers to your grade from the graded assignments; the 2<sup>nd</sup> number refers to the points that were available for that graded work. It will not include any assignments not yet graded. You have to get to 700 points to pass.

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### **ORIENTATION (30 points)**

Class orientation is important so you understand the expectations of the course. This grade item will involve all assignments required of you in the orientation module in the first week of class.

### **ATTENDANCE/CLASS PARTICIPATION: (70 points)**

Your attendance assignment will be focused on the concept of beauty and design in the business world. These weekly assignments will be found in our Conversations module. They will involve uploading of photos and discussion around a weekly topic.

### **CHAPTER TESTS/COMPREHENSIVE FINAL: (400 points)**

There will be 4 tests given throughout the semester as well as one comprehensive final exam. Exams will be in a true/false, multiple choice, and short answer format. Students with scheduling difficulties must make arrangements with the instructor prior to the exam. If you miss a test and have not made prior arrangements with me, you will forfeit those points. All exams will be online in Brightspace including the final. Academic integrity is important especially in an online environment. If it is obvious that a question to an exam has been copied from an online source, you will receive an automatic 0 for the test.

### **CHAPTER QUIZZES (110 points)**

There are 12 chapter quizzes. Your 11 highest scores will count towards your final grade.

### **REAL WORLD EXERCISE (100 points)**

For this assignment, you will be completing a “real world” simulated exercise as if you were a facilities manager.

### **FUN WITH FACILITIES PRESENTATION (100 points)**

The hospitality industry is a dynamic one and ever-changing. For this reason, it is beneficial to stay up-to-date and current with the marketplace. For this assignment, you are required to give a presentation of a **current event/topic in the hospitality design/facilities world**. Your topic must be presubmitted and preapproved. All presentations should involve a voiceover powerpoint or some other visual with you “presenting”.

Your presentation will be limited to 10 minutes and no shorter than 5 minutes. You will be evaluated by the content, delivery, organization, control of time, and overall creativity. These will be posted in our Conversations module.

### **FIRST AID/AED/CPR CERTIFICATION (100 points)**

This course includes OSHA approved certification training in First Aid, AED and CPR. The training is face to face and will take about 4-5 hours. The cost for this certification has been included in tuition.

You have several options for classes:

#### **MCC – Community Services Center (CSC), Room E160**

1 date available: Saturday, October 21, 9:00am – 1:00pm

#### **Waco Family YMCA**

1 date available: Saturday, November 4, 10:00am – 2:00pm

#### **Kickstart CPR, Waco, 1515 Wooded Acres Drive**

This is a blended program; you will take a portion of the training online and then you will need to sign up for the skills portion which will take about an hour. The location of the skills portion is at the address above on Wooded Acres. If you are not in Waco, you will need to contact Michael Ruiz to set up a location in your area. My understanding is that he has connections in Dallas and Houston. If you choose this option, I will provide you with more details.

You will sign up for your training option in the Orientation Module in your first week. A copy of your certification card must be uploaded to receive credit for this requirement. If you already have a current OSHA-approved certification in First Aid, CPR and AED training, you must submit a copy of your card for credit for this assignment.

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### **MISCELLANEOUS ASSIGNMENTS: (15 points each - 90 points)**

You will be given miscellaneous assignments throughout the semester. Your 6 highest scores will count towards your final grade.

A note on assignments. In the business world, it is important that you present professional looking documents. For that reason, if your homework does not look professional, points may be lost. For example, you should not submit something in an all-bolded font. There should be clear separation between the question and your response by either using bold/unbolded fonts or perhaps color. Make sure you review the way your submission looks before uploading it.

#### **Grammarly**

For improving your grammar and writing skills, I would highly recommend you look into this program. There are free elements to it including a free writing assistant and a Microsoft Office Plug In for Word and Outlook. They also have a annual subscription that provides you with even more support. It can really help you improve your skill set

### **GENERAL INFORMATION:**

#### **COMMUNICATION**

All communication including changes to the syllabus will be sent to you through your MCC email address (your 2 initials student ID#@students.mclennan.edu) and announcements in Brightspace. Please make sure you know how to access both. I would suggest setting up your school email – a gmail account - on your smart phone if you have one. My recommendation is to check your emails several times a day.

When sending emails to me, make sure you use effective business format. In the subject line, be specific as to the purpose of your correspondence and include your course name/section number. Failure to include this information may result in a delayed response. Avoid typing in all caps. Be clear and concise in what you are trying to communicate. I check emails on a regular basis throughout the day so they will be returned within 24 hours of receipt except over the weekend or holidays. Those emails will be returned on the first business day that MCC is open. If there is a sense of urgency, email is not the best method to use. Pick up the phone and call me. If texting me for the first time, make sure you identify yourself in case I do not have your number in my contacts.

Before you make the effort to contact me, ask yourself where you can find the answer to your question. For example, have you checked the syllabus? Brightspace? A fellow classmate? Managers in the business world expect you to be problem solvers. This is a skill that can be learned so a good time to practice is now while you are in college.

#### **ASSIGNMENTS**

All required assignments for the week can be found in Brightspace under the weekly unit module. Due dates are also posted on the course homepage under Upcoming Deadlines. It is important that you complete all assignments in the weekly module so I would highly recommend you start there every week for your "to do" list.

You will be using Brightspace to submit all assignments. However, should you encounter challenges, you can email it to me at [kcrump@mclennan.edu](mailto:kcrump@mclennan.edu) by the deadline. This should be the exception however so if you need assistance on how up upload in Brightspace, make an appointment with me.

All assignments must be typed in Word – no other formats will be accepted! When saving your assignments, make sure to properly name it. This is good business practice. You may also submit your assignments as a pdf.

Presentation is important in the business world. Your documents must look professional. For that reason, your homework assignments must look professional. Take a few minutes after completing the assignment and ask yourself if it looks professional. Points may be lost if your submission does not look neat and organized. Font should never be bolded unless you are trying to emphasize a point....spacing should be just right...indents used when needed.

Please check for feedback when assignment grades are posted. Often notes are posted directly on your submissions. These comments may help you on future assessments.

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### **LATE WORK AND MAKE UP WORK:**

Due dates and deadlines are important in the business world. If you miss a crucial deadline, it could cost your company a significant opportunity/expense. For that reason, late work will be not be accepted. Exceptions to this policy are detailed below.

Since I do understand that life can get in the way at times, I will allow for no more than 2 assignments to be late. The definition of assignments is any required work due in the week...so it could be a quiz, a case study, a test....you will have no more than one week's grace period without penalty. After one week, if the assignment has not been submitted, you will receive a 0 for the work. In order to receive this exception, you must notify me by email prior to or by the due date and time that your assignment will be late.

### **ADDITIONAL BONUS POINTS CAN BE EARNED:**

In the working world, you do not have to be the smartest person to be successful. However, you do have to show initiative, work hard and prove that you care about the company and the business. For that reason, I am going to apply those same principles to this class. You have the opportunity to put forth additional effort and earn additional bonus points to achieve a higher grade.

### **EXTRA BONUS ASSIGNMENTS (up to 35 points):**

1. Up to 25 points: Interview a pre-approved hotel chief engineer from any hotel or a professional facilities manager. Write at minimum a 3 paged single-spaced report in proper business format (single space, blank lines separating paragraphs, headings, bullets) on what you learned.
2. 10 points Complete the instructor feedback form at the conclusion of the semester
3. 25 points...Go to Homedepot.com or lowes.com and participate in one of their workshops. This one must be preapproved by me.

### **ATTENDANCE:**

*If a student is not in attendance in accordance with the policies/guidelines of the class as outlined in the course syllabus as of the course census date, faculty are required to drop students from their class roster prior to certifying the respective class roster. A student's financial aid will be re-evaluated accordingly and the student will only receive funding for those courses attended as of the course census date.*

It is your responsibility to make mature and reliable decisions regarding your commitment and performance to this class. MCC's school attendance policy requires me to take attendance and you are expected to participate.

Since this is an online course, attendance will be assessed by the submission of assignments. Should you fail to complete the orientation quiz by the deadline, you will be dropped from class on Sunday, October 22, the day before the census date of October 23. This drop will not appear on your academic transcript and will not affect your 6-course withdraw limit. However, you will still be financially obligated for the course and your financial aid re-evaluated. See definitions below.

After the October 23 census date and before November 14, the 60% date for the semester, should you fail to submit an assignment two weeks in a row without prior discussion or approval, your "absence" will be considered unexcused and you will be withdrawn from the course. This withdrawal will be included in the state's 6-course limit. Please refer to the school's attendance policy link below for details regarding the state withdrawal rule.

November 14 will be your last opportunity to be withdrawn from this course. After that date, your grade will reflect the results earned.

[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)  
(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

### **GRADES:**

If you do not agree with a grade, you have one week from the time it is posted to review it with me.

Answers to the tests are not provided. If you would like to review your test, please make an appointment with me so we can review it together.

**MY PHILOSOPHY ON LEARNING:**

Learning is hard. Learning is frustrating. Learning takes work. It takes time. Learning can also make you uncomfortable. And learning is a CHOICE. The responsibility to learn is yours and yours alone. I am committed to introducing you to new terms, concepts and ideas and helping you in any way I can to sort out any confusion. But you must own the learning part and want it bad enough to ask questions when you do not understand and see me to sort out more complex and time-consuming issues. I will do everything I can to help you on this journey but I will not do the work for you. If you find that you need additional support, more than I can provide, MCC offers plenty of resources in our Student Success department. Feel free to come see me if you would like to explore these services. So in the spirit of learning something new, embrace the work ahead of you! In the words of Dr. Seuss, "Oh the Places You'll Go!" (hopefully you are never too old for a little Dr. Seuss wisdom!)

**Instructor Recommendations:**

An online course takes self-discipline to achieve success. This class is broken out week by week with specific assignments and activities that must be completed. Everything you need to do for the week can be found in the weekly module. Unfortunately, you will not be able to work ahead. My recommendation is to always log into the course every Monday, the start of every week, to assess what your week looks like with respect to assignments and deadlines. You may have a chapter quiz and test on that chapter in the same week so it is better to plan ahead. Although I try to stay consistent with deadlines, some may change on a weekly basis, especially towards the end of the semester so pay attention to them.

Make sure to go into this class with a back up plan in case your computer crashes and your internet goes down. Know what you will do if one of those scenarios happens. These situations cannot be used as reasons for assignments not getting completed by the deadlines. Know that there are many computer labs available on campus. The library probably offers the greatest availability. Do your research and investigate into these labs so you are better prepared.

Take the orientation seriously so you gain an understanding of the course format and structure on Brightspace. The textbook is an integral part of the course and chapter reading will be required every week. Tests will review your knowledge of that chapter reading.

Since the responsibility of learning falls on your own personal efforts, make sure to reach out to me if you are confused about something. Before placing the call however, please make sure you check all resources including the syllabus and your classmates to find a solution; my experience has been that answers to most questions can be found there

For additional bonus points, email me and put in the subject line, "I am ready to learn!"

**Course Notes:**

1. Just a reminder that the announcements section on the homepage only shows the last announcement. You must click on the Show All Announcements link to open up all announcements. Same with the deadlines....only 5 show so you must open up the calendar to see them all.
2. Weekly content opens up on Monday at 12:01am.

**Student Behavioral Expectations or Conduct Policy:**

I am a "hotelier" at heart and just love the philosophy of Ritz Carlton Hotels, a luxury brand. To borrow from their motto, *"We are Ladies and Gentlemen serving Ladies and Gentlemen"*. Even though this class is in an online format, we will treat each other with mutual respect. If you are frustrated with something and do not understand, please talk to me. I am here for support and to help you succeed. I am not out to get you or make things difficult. But let's face it, sometimes in college you have to do things you don't like doing...that is why a degree offers so much value to employers- it proves you can go the distance! Remember, your behavior and character are the only things that you have complete control of in your life. Make the most of it!

**Instructor/Class Academic Integrity Statement:**

In the business world, if you are caught stealing, you will immediately lose your job. That same premise will be applied to our class. Cheating on exams (accessing the internet) or plagiarizing (presenting the work of another as your own, or the use of another person's ideas without giving proper credit) may result in a failing grade and you will be reported to Student Discipline.

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Updated 07/18/2023



## **ACADEMIC RESOURCES/POLICIES**

### **Accommodations/ADA Statement:**

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit [www.mclennan.edu/disability](http://www.mclennan.edu/disability).

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

[disabilities@mclennan.edu](mailto:disabilities@mclennan.edu) 2542998122 Room  
319, Student Services Center

### **Title IX:**

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the acting Title IX Coordinator at [titleix@mclennan.edu](mailto:titleix@mclennan.edu) or by calling, Dr. Claudette Jackson, (Accommodations/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a



confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>. Go to McLennan's Title IX webpage at [www.mclennan.edu/titleix/](http://www.mclennan.edu/titleix/). It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

### **Student Support/Resources:**

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom. You can contact the Academic Support and Tutoring team via Zoom or email ([ast@mclennan.edu](mailto:ast@mclennan.edu)) by going to our website (<https://www.mclennan.edu/academic-support-and-tutoring/>).

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing [crew@mclennan.edu](mailto:crew@mclennan.edu) or a Success Coach by calling (254) 299-8226 or emailing [SuccessCoach@mclennan.edu](mailto:SuccessCoach@mclennan.edu). Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to [https://mclennan.co1.qualtrics.com/jfe/form/SV\\_07byXd7eB8iTqJg](https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg). Both the Completion Center and Paulanne's Pantry are located on the second floor of the Student Services Center (SSC).

### **MCC Foundation Emergency Grant Fund:**

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to

<https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html>

to find out more about the emergency grant. The application can be found at

[https://www.mclennan.edu/foundation/docs/Emergency\\_Grant\\_Application.pdf](https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf).

**MCC Academic Integrity Statement:**

Go to [www.mclennan.edu/academic-integrity](http://www.mclennan.edu/academic-integrity) for information about academic integrity, dishonesty, and cheating. The unauthorized use of artificial intelligence (AI) for classwork can be a violation of the College's General Conduct Policy. Whether AI is authorized in a course and the parameters in which AI can be used in a course will be outlined by each instructor.

**Minimum System Requirements to Utilize MCC's D2L|Brightspace:**

Go to <https://www.mclennan.edu/center-for-teachingandlearning/FacultyandStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

**Minimum Technical Skills:**

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

**Backup Plan for Technology:**

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

**Email Policy:**

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are

expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to [www.mclennan.edu/studentemail](http://www.mclennan.edu/studentemail).

**Instructional Uses of Email:**

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

**Email on Mobile Devices:**

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email [Helpdesk@mclennan.edu](mailto:Helpdesk@mclennan.edu) for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

**Forwarding Emails:**

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email [helpdesk@mclennan.edu](mailto:helpdesk@mclennan.edu).

**Disclaimer:**

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.