

Chapter 1 Outline

The Role of Facilities in the Hospitality Industry
Costs Associated with Hospitality Facilities
 The Costs of Development and Construction
 The Costs of Operation
 The Costs of Renovation and Modernization
The Impact of Facility Design on Facility Management
 Components and Layout
 Materials, Quality, and Types of Construction
 Equipment Systems
Management's Responsibilities
 Management Contracts and Franchise Agreements
Responsibilities of the Facilities Department
Facilities Managers in Lodging Operations
Conclusion

Competencies

1. Identify a number of important roles played by hospitality facilities. (pp. 4-6)
2. Explain why construction costs vary by facility type and why proper construction practices provide long-term benefits. (pp. 6-7)
3. Identify the two primary categories of facility operating costs, the components of each category, and various factors that affect those costs. (pp. 7-12)
4. Explain the purpose and limitations of the reserve for replacement. (pp. 13, 22)
5. Describe how facility components, layout, materials, quality, types of construction, and systems affect facility management. (pp. 14-19)
6. Identify several equipment concerns that affect maintenance needs. (pp. 15-19)
7. State management's responsibilities with regard to facility management. (pp. 19-21)
8. Outline typical maintenance requirements found in management contracts and franchise agreements. (pp. 21-24)
9. Summarize the basic responsibilities of the facilities department and the facilities manager. (pp. 24-28)