

MODULE: ACCOMMODATION & FACILITIES MANAGEMENT

CODE BAIHM-2-2-10
Number of credits 4 semester credits / 6 quarter units
Stage: 2
Theme: Managing Hospitality Operations

Overview and Aims

The scope and optimisation of accommodation and facilities management within the safety and legal constraints and responsibilities are developed in this module. The module also develops a systematic approach to the procedures involved in the security and safety of accommodation planning, design and maintenance. The learner is given an understanding of how to manage the physical plant so that they can work effectively as part of the facilities division team.

Various elements are considered in terms of the value of facilities and the efficiency and effectiveness of front office management, including planning and evaluation and human resources management. Additionally, the module also presents a systematic approach to managing housekeeping operations in the hospitality industry, and gives learners knowledge of the important functions and organisation of front office procedures to ensure effective and efficient running of its operations.

This module aims:

- To provide learners with a full appreciation of the safety and security aspects of planning and designing facilities to reflect the needs of customers.
- To enable learners to identify and critically examine the role of accommodation planning and design to comply with legal concerns in providing safe and secure accommodation and facilities for customers
- To ensure learners are fully aware of the importance of providing customers with a clean and safe environment
- To enable learners to identify the front office manager's role as a leader and decision maker.

Module Content

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Preliminary Considerations

- Security and safety in the hospitality industry
- Setting up the security programme
- Assessing safety and security equipment, i.e. fire alarms, key suiting etc
- Responsibilities and Emergency Management

The Role, Cost, and Maintenance of Hospitality Facilities:

- The Role of Facilities in the Hospitality Industry
- Costs associated with Hospitality Facilities
- The Impact of Facility Design on Facility Management
- Maintenance Management.

Front Office Operations

- The Guest Cycle, reservations and registration
- Front Office Responsibilities, front office accounting
- Check-out and settlement, the night audit
- The use of technology in the front office department.

Front Office Management

- Planning and Evaluating Operations
- Revenue Management
- Managing Human Resources.

Introduction to Housekeeping

- The role of housekeeping
- Planning and organising the housekeeping department.

Management Responsibilities of the Executive Housekeeper

- Managing inventories, controlling expenses, safety and security
- Managing an on-premises laundry
- Managing Human Resources.

