

University of North Texas
College of Merchandising, Hospitality & Tourism
Department of Hospitality & Tourism Management

HMGT 4820
Facilities Planning, Equipment, Layout and Design

HMGT 4820.002 - Course Syllabus – Spring 2013

INSTRUCTOR: Dr. Lisa Kennon
Associate Professor, Hospitality Management
CMHT Graduate Coordinator
Email: Please use Messages Tool in BlackBoard Learn

OFFICE HOURS: Wed & Thur 11:00 – 1:00
(or by appointment)

COURSE SCHEDULE: Mon/Wed 3:30- 4:50 pm, Chilton #387

COURSE DESCRIPTION:

Principles of hotel and restaurant property management and facilities layout and design, emphasizing equipment selection, space allocation, and guest and production/service traffic flow patterns and facility operations management.

REQUIRED TEXT:

Foodservice Planning Layout, Design and Equipment. Almanza, Kotschevar and Terrell. 4th edition Prentice Hall.

Managing the Built Environment in Hospitality Facilities. Zemke and Jones.

The UNT Bookstore is selling these books as a bundled package since there will be content used from each and the custom textbook was not available.

PREREQUISITES: HMGT 1420, HMGT 1470, HMGT 2280, HMGT 2480, HMGT 2860, HMGT 3250, and HMGT 4210.
HMGT 4250 may be taken concurrently.

COURSE OBJECTIVES:

Upon completion of the course, the student will be able to:

1. Demonstrate the correct planning process in hospitality facilities planning and design
2. Identify, analyze and apply the principles of hospitality facilities design
3. Identify and analyze effective and efficient property management systems
4. Identify production equipment needs for specific food service facilities
5. Select appropriate hospitality equipment for hotels, restaurants, and lounges
6. Apply energy management principles to hospitality properties
7. Discuss and identify layout (foodservice and lodging) specifically in regards to the Americans with Disabilities Act (ADA)
8. Identify and access effective principles of hospitality sustainable applications

CLASS ADMINISTRATION

EVALUATION CRITERIA:

Course work will be evaluated on the following basis:

Exam #1	100 points
Exam #2	100 points
Final Exam	100 points
Kitchen Design Project	100 points
Green Hotel Project	100 points
Assignments (incl Career Expo)	<u>100 points</u>
Total	600 points

The final grade for the course will be calculated on the following basis:

<u>GRADE</u>	<u>POINTS</u>
A =	540 – 600 points
B =	480 – 539 points
C =	420 – 479 points
D =	360 – 419 points
F =	359 points and below

HMGT 4820 – Class Schedule – Spring 2013

Date	Lecture Topic	Chapter/ Section	Assignment	Due
1/14	Class Introduction/Orientation		<i>Restaurant Profile</i>	
1/16	Study of Facilities Mgmt	<i>J-1</i>		
1/21	Martin Luther King Holiday – no class			
1/23	Engineering Dept; SmartDraw; Teams Property Management Competencies	<i>J-2</i>	<i>SmartDraw Intro</i>	<i>Restaurant Profile (Ind)</i>
1/28	Laying the Groundwork	<i>A-1</i>		
1/30	Analyses of Layout Characteristics	<i>A-4</i>	<i>Dining Room Layout</i>	<i>SmartDraw Intro (Team)</i>
2/4	ADA Considerations for Facilities		<i>Kitchen Design Project</i>	
2/6	Space Allocation	<i>A-5</i>		
2/11	Exam #1			
2/13	Checklist for Planning	<i>A-6</i>		<i>Dining Room Layout (Ind)</i>
2/18	Receiving and Storage	<i>A-7</i>		
2/20	Food Processing	<i>A-8</i>		<i>Kitchen Design Step #1 (Team)</i>
2/25	Guest Speaker			
2/29	Serving Facilities; Housekeeping Sections	<i>A-9 & 10</i>		
3/4	General Principles for Equipment Selection	<i>A-18</i>		
3/6	Issues and Trends	<i>J-3</i>		<i>Kitchen Design Step #2 (Team)</i>
3/7	<i>HMGT Career Expo – Gateway Center</i>		<i>Required Attendance during your specific timeslot</i>	
3/11-17	Spring Break			
3/18	AH & LA Green Initiatives; Assign Groups			
3/20	Green Hotel Brainstorming Session		<i>Green Hotel Project</i>	
3/25	Food Preparation Equipment	<i>A-19</i>		<i>Kitchen Design Step #3 (Team)</i>
3/27	Cooking Equipment	<i>A-20</i>		
4/1	Exam #2			
4/3	Refrigeration and Low-Temperature Storage Equipment	<i>A-22</i>		
4/8	Cleaning/ Housekeeping Equipment	<i>A-23</i>		<i>Kitchen Design Step #4 (Team)</i>
4/12	Auxiliary Equipment	<i>A-24</i>		
4/15	Equipment Maintenance			
4/19	Equipment Maintenance			
4/24	Safety and Security			<i>Green Hotel Project (Group)</i>
4/26	Crisis Management			
4/29	Green Hotel Project Presentations			
5/1	Green Hotel Project Presentations			
5/6	Final Exam (1:30 – 3:30 pm)			

THE ABOVE SCHEDULE AND PROCEDURES IN THIS COURSE ARE SUBJECT TO CHANGE AT THE INSTRUCTOR'S DISCRETION

COMMUNICATIONS:

Communications outside of class should be conducted through the Messages tool in Blackboard Learn. You may also visit my office during my posted office hours, but an appointment is strongly suggested to ensure that you will not have to wait.

REVISIONS:

The instructor reserves the right to revise this syllabus, class schedule, and/or list of course requirements when he/she deems such revisions will benefit the achievement of course goals and objectives. Changes will be announced verbally in class.

CLASSROOM POLICIES:

- Attendance: Class attendance and participation are critical components of your successful completion of this class. You are expected to attend class regularly; attendance will be recorded. You must arrive promptly for each class session and remain for the entire session to be considered present.
- Participation: Students are expected to be prepared for each class and to actively participate in class discussions and activities. Behavior that disrupts the class or interferes with the learning process will not be tolerated (e.g., excessive talking with your neighbor, reading or accessing unrelated materials, sleeping, making inappropriate comments, using cell phones in any way).
- Team or Group assignments: Many of the assignments are team/group efforts, so it is your responsibility to the members of your group to attend all class sessions. Time will be provided so groups can work together on their assigned projects. When you are absent, you place the rest of your team/group at a disadvantage in completing the assignments.
- See Chilton #388 room schedule on Blackboard for times you will have access to the Computer Lab to work with the SmartDraw program. Students are expected to conduct themselves in a professional manner while working in the computer lab (remember that no food or drinks are allowed in the lab). **At no time are students to use the Computer Lab in Chilton #255 while working on team/group projects for HMG 4820!! This lab is reserved for individual work only.**
- There will be no make-up of in-class assignments or quizzes under any circumstances, except in the case of excused absences. Written documentation from your doctor or other relevant information must be submitted for absences to be considered to be excused. Acceptable excuses for absence are extreme personal illness, death in the immediate family, or serious emergency. A student who has presented such authorization or excuse to the instructor within three days (Monday - Friday) after the absence may make up work missed. Make-up times will be scheduled with the instructor. Use your Blackboard Learn Messages tool to correspond with the instructor.

- Exams: Exams will cover material presented in lectures, class activities and assignments, texts, outside readings, guest speakers, and other indicated sources. Exams may include objective and/or subjective questions. Examples of objective items include multiple-choice, true/false, or fill in the blank. Examples of subjective questions include short answer, essay, and case study analysis.

****NOTE: Make-up exams are allowed only in the case of documented medical emergencies and documented UNT school activities.** Regular medical appointments, 'check-ups', and/or 'family gatherings' do not constitute emergency situations and will not be excused. Travel plans are not emergencies, nor are scheduled work shifts. I strongly suggest you contact your employer as soon as possible in order to coordinate your work schedule with your academic/exam schedule.

Once an exam has been given, *ex post facto* excuses for absence or performance will not be accepted. Additionally, extra credit projects will not be given to make up for poor exam performance!

- Final Exam Policy: Final exams will be administered at the designated times during the final week of each long semester and during the specified day of each summer term. Please check the course calendar early in the semester to avoid any schedule conflicts.

CLASS RESPONSIBILITIES:

- Students are expected to take care of all personal activities **prior** to entering the classroom, and to remain in the classroom for the entire class time. Lectures will contain material not found in the textbook. Therefore, attending class will be the best way to assure learning all of the topics discussed. Tardiness is rude and disrupts the class.
- Any assignment submitted to the instructor is to be typed (with exception of in-class assignments). All papers should be carefully written and proofread prior to being submitted. Papers should follow the guidelines on the assignment sheet. All projects are to be turned in on standard letter-size paper, using a standard 12-point font. Write the report according to the prescribed outline and instructions. Make a copy of the report and all projects for your records. **The instructor will retain all major papers and projects.**
- Assignments (individual or group) are due on the stated date at the beginning of class. Submitting assigned work on time is reflective of your soon-to-be status as a graduate of the Hospitality Management program. **Late work will not be accepted.**

STUDENT EVALUATION OF TEACHING EFFECTIVENESS:

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short on-line survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually

improve my teaching. I consider the SETE to be an important part of your participation in this class.

Vision of the Hospitality & Tourism Management Program

To be a global leader in advancing education, creating knowledge, and shaping the hospitality and tourism professionals of the future.

Mission of the Hospitality & Tourism Management Program

Educating students for leadership in the global hospitality and tourism industries and advancing the profession through excellence in teaching, research, and service.

Program Learning Outcomes

Upon graduating with a Bachelor of Science in Hospitality and Tourism Management, students will be able to:

1. Demonstrate basic knowledge of theoretical constructs pertaining to the hospitality and industries.
2. Apply the basic principles of critical thinking and problem solving when examining hospitality and tourism management issues.
3. Apply technical aspects of the hospitality and tourism industry.
4. Demonstrate professional demeanor, attitude, and leadership needed for managerial positions in the hospitality industry.

ACADEMIC REQUIREMENTS

- Students majoring in Hospitality and Tourism Management are required to have a minimum grade point average of at least 2.35 on all courses completed at UNT. First term/semester transfer students must have a transfer grade point average of 2.35.
- A grade of C or above must be earned in each merchandising, digital retailing, hospitality and tourism management course completed in residence or transferred to UNT.
- Academic requirements for graduation with a BS in Hospitality and Tourism Management from the College of Merchandising, Hospitality and Tourism include:
 - A minimum GPA of at least 2.35 on all courses completed at UNT.
 - A grade of C or above in each hospitality and tourism management course completed in residence or transferred to UNT. This includes all courses with prefixes CMHT, HMG, MDSE, DRTL and HFMD.
 - A minimum of 2.35 GPA in all work attempted, including transfer, correspondence, extension and residence work.

For additional information regarding requirements and policies, refer to the 2012-2013 Undergraduate Catalog.

FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS (SAP) UNDERGRADUATES

A student must maintain Satisfactory Academic Progress (SAP) to continue to receive financial aid. Students must maintain a minimum 2.0 cumulative GPA in addition to successfully completing a required number of credit hours based on total registered hours per semester. Students cannot exceed attempted credit hours above 150% of their required degree plan. If a student does not maintain the required standards, the student may lose financial aid eligibility.

If at any point you consider dropping this or any other course, please be advised that the decision to do so has the potential to affect your current and future financial aid eligibility. Please visit *<http://financial.aid.unt.edu/satisfactory-academic-progress-requirements>* for more information about financial aid Satisfactory Academic Progress. It may be wise for you to schedule a meeting with your CMHT academic advisor or visit the Student Financial Aid and Scholarships office to discuss dropping a course before doing so.

ACADEMIC ADVISING

The CMHT Advising Staff recommends that students meet with their Academic Advisor at least one time per long semester (Fall & Spring). It is important to update your degree plan on a regular basis.

Advising Contact Information (Chilton Hall 385):

CMHT Advising Director	Kelly Ayers	940.565.3518
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Please check prerequisites carefully prior to enrolling in courses. Students **MUST** complete all prerequisite courses before enrolling in upper division courses.

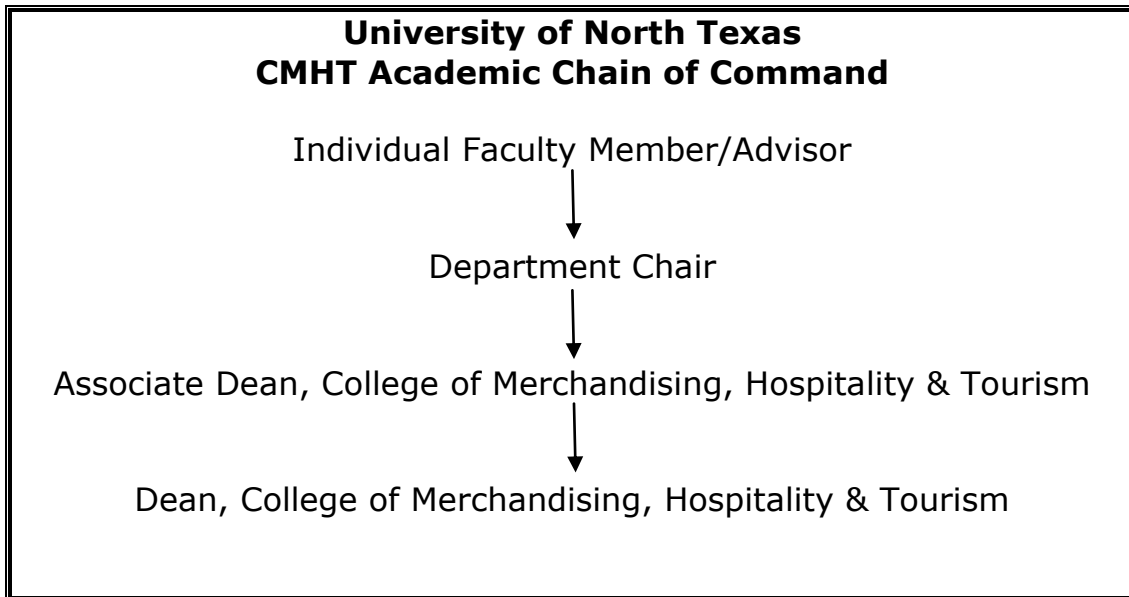
It is imperative that students have paid for all enrolled classes. **Please check your online schedule daily through the 12th class day (January 28) to insure you have not been dropped for non-payment.** Students unknowingly have been dropped from classes for various reasons such as financial aid, schedule change fees, etc. CMHT will not be able to reinstate students for any reason after the 12th class day regardless of situation. It is the student’s responsibility to ensure all payments have been made.

IMPORTANT Spring 2013 DATES

January 21	Martin Luther King, Jr. Day – University Closed
January 28	Census Date – Students cannot be added to courses for any reason
January 29	Beginning this date a student who wishes to drop a course must first receive written consent of the instructor.
February 4	Graduation applications due
February 25	Beginning this date, instructors may drop students with grade of WF for nonattendance.
March 7	Hospitality Career Expo (required attendance)
March 11-17	Spring Vacation – classes do not meet
March 26	Last day for a student to drop a course with consent of instructor.
April 1	Early registration begins by classification for summer and fall 2013.
April 19	Last day for an instructor to drop a student with a grade of WF for nonattendance.
April 27-May 2	Pre-finals week
May 3	Reading day. No classes.
May 4-10	Finals week.
May 10-11	Commencement – Details to be announced.

ACADEMIC ORGANIZATIONAL STRUCTURE

Understanding the academic organizational structure and appropriate Chain of Command is important when resolving class-related or advising issues. When you need problems resolved, you should start with your **individual faculty member and/or advisor** who will then help you navigate the Chain of Command shown below:



OFFICE OF DISABILITY ACCOMMODATIONS

The University of North Texas and the College of Merchandising, Hospitality and Tourism make reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://www.unt.edu/oda>. You may also contact them by phone at 940.565.4323.

COURSE SAFETY STATEMENTS

Students in the College of Merchandising, Hospitality and Tourism are urged to use proper safety procedures and guidelines. While working in laboratory sessions, students are expected and required to identify and use property safety guidelines in all activities requiring lifting, climbing, walking on slippery surfaces, using equipment and tools, handling chemical solutions and hot and cold products. Students should be aware that the University of North Texas is not liable for injuries incurred while students are participating in class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage should consider obtaining Student Health Insurance for this insurance program. Brochures for this insurance are available in the UNT Health and Wellness Center on campus. Students who are injured during class activities may seek medical attention at the UNT Health and Wellness Center at rates that are reduced compared to other medical facilities. If you have an insurance plan other than Student Health Insurance at UNT, please be sure that your plan covers treatment at this facility. If you choose not to go to the UNT Health and Wellness Center, you may be transported to an emergency room at a local hospital. You are responsible for expenses incurred there.

ACADEMIC DISHONESTY

Academic dishonesty includes, but is not limited to, the use of any unauthorized assistance in taking quizzes, tests, or exams; dependence upon the aid of sources beyond those authorized by the instructor, the acquisition of tests or other material belonging to a faculty member, dual submission of a paper or project, resubmission of a paper or project to a different class without express permission from the instructors, or any other act designed to give a student an

unfair advantage. Plagiarism includes the paraphrase or direct quotation of published or unpublished works *without* full and clear acknowledgment of the author/source. Academic dishonesty will bring about disciplinary action which may include expulsion from the university. This is explained in the UNT Student Handbook.

ACCEPTABLE STUDENT BEHAVIOR

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.deanofstudents.unt.edu

CLASSROOM POLICIES

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom, and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including university and electronic classrooms, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at http://www.unt.edu/csrr/student_conduct/index.html.

The College of Merchandising, Hospitality and Tourism requires that students respect and maintain all university property. Students will be held accountable through disciplinary action for any intentional damages they cause in classrooms. (e.g., writing on tables). Disruptive behavior is not tolerated (e.g., arriving late, leaving early, sleeping, talking on the phone, texting or game playing, making inappropriate comments, ringing cellular phones/beepers, dressing inappropriately).

TUTORING SERVICES

UNT offers free tutoring services through the Learning Center <http://learningcenter.unt.edu/tutoring>. Please go to the Learning Center website to sign up.

In addition, as their service project, Eta Sigma Delta (ESD) International Hospitality Management Honor Society members have offered their time to tutor Hospitality and Tourism Management students. If you need tutoring, please contact the ESD Tutoring Coordinator at hospitalitytutoring@yahoo.com. Place the following message in the Subject line of the e-mail: URGENT!!! Need Tutoring. In the body of the message, include your cell phone number and the number and name of the class with which you need help. The ESD Tutoring Coordinator will contact a tutor and provide your e-mail information and cell phone information. An ESD tutor will then contact you directly. Please remember that this is a VOLUNTEER service. The ESD students will make every effort to meet your needs, but they may be unable to accommodate your schedule or the specific topic with which you need help. This service is only available during the Fall and Spring semesters; it is not available during the summer sessions.

STUDENT EVALUATION OF TEACHING EFFECTIVENESS (SETE)

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available at the end of the semester to provide students a chance to comment on how this class is taught. Student feedback is important and an essential part of participation in this course.

FINAL EXAM POLICY

Final exams will be administered at the designated times during the final week of each long semester and during the specified day of each summer term. Please check the course calendar early in the semester to avoid any schedule conflicts.

ACCESS TO INFORMATION

As you know, your access point for business and academic services at UNT occurs within the my.unt.edu site www.my.unt.edu. If you do not regularly check Eagle Connect or link it to your favorite e-mail account, please so do, as this is where you learn about job and internship opportunities, CMHT events, scholarships, and other important information. The website that explains Eagle Connect and how to forward your email: <http://eagleconnect.unt.edu/>

COURSES IN A BOX

Any Hospitality and Tourism Management equivalent course from another university must receive prior approval from the CMHT academic advisor to insure that all UNT Hospitality and Tourism Management degree plan requirements are met. For example, courses that are taken online or from a program that offers course material via CD, booklet, or other manner of correspondence must have prior advisor approval. This includes "courses in a box" from other educational institutions (HMG 4250, HMG 4820, etc.). "Courses in a box" do not meet the UNT Hospitality and Tourism Management degree plan requirements and will not be approved.

IMPORTANT NOTICE FOR F-1 STUDENTS TAKING DISTANCE EDUCATION COURSES

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in multiple on-campus experiential components for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Advising Office. The UNT International Advising Office has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, students should contact the UNT International Advising Office (telephone 940-565-2195 or email international@unt.edu) to get clarification before the one-week deadline.

EMERGENCY NOTIFICATION & PROCEDURES

UNT uses a system called Eagle Alert to quickly notify you with critical information in an event of emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon

permission) to the phones of all active faculty staff, and students. Please make certain to update your phone numbers at www.my.unt.edu. Some helpful emergency preparedness actions include: 1) ensuring you know the evacuation routes and severe weather shelter areas, determining how you will contact family and friends if phones are temporarily unavailable, and identifying where you will go if you need to evacuate the Denton area suddenly. In the event of a university closure please check your Blackboard Learn course for updates and information.

DATES	TOPICS / ACTIVITIES	ASSIGNMENTS / EXAMS DUE
Week 1 – Jan 14	Welcome, Introduction	
Week 2 – Jan 21	No Class – MLK Holiday	
Week 3 – Jan 28	Chpt 1, 2, 3	Read and be prepared for in class activities over chapters 1-3
Week 4 – Feb 4	Complete Lecture over chapters. Assign Group Project Review for Exam 1	
Week 5 – Feb 11	Exam over 1, 2 & 3	Exam 1 Group Project Meeting
Week 6 – Feb 18	Chpt 4 & 5	
Week 7 – Feb 25	Chpt 6	
Week 8 – Mar 4	Exam 4, 5 & 6	Exam 2 Group Project Meeting
Mar 7	HMGY Career Expo – required attendance	
Week 9 – Mar 11	Spring Break - Enjoy	
Week 10 – Mar 18	Chapter 7 & 8	Group Project Meeting
Week 11 – Mar 25		
Week 12 – Apr 1		
Week 13 – Apr 8		
Week 14 – Apr 15	Presentations	
Week 15 – Apr 22	Presentations	
Week 16 – April 29	Presentations and Final Exam Review	
Week 17 – May 6	Comprehensive Final Exam Ch. 1-11	