

## *Accommodation and Facilities Management*

### **Intended Module Learning Outcomes**

On successful completion of this module learners will be able to:

1. Identify the key safety and security issues related to managing a hospitality facility
2. Associate the role of hospitality managers with the management function of managing facilities in an effective manner
3. Discuss the importance of the accommodation department in the service provision within the hospitality context
4. Communicate the necessary safety and security measures that need to be adhered to within a hospitality facility
5. Design a cleaning routine for rooms, suggesting appropriate materials and equipment to carry out these duties to the highest quality standards
6. Explain the role of accommodation and facilities managers in managing human resources.
7. Examine the key trends and developments affecting the management of accommodation/housekeeping departments.

### **Module Objectives**

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.

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 Curriculum**

### **Accommodation Management**

#### **Introduction to Housekeeping**

- An introduction to the accommodation/housekeeping department
- The role of the housekeeping department
- 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

### **Facilities Management**

#### **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.
- Trends and developments affecting the management of Accommodation and Facilities departments