

## Course: Introduction to FM and Hospitality

credits: 5

<b>Course code</b>	IFVP18WFMKFM	<b>Modes of delivery</b>	Tutorial
<b>Name</b>	Introduction to FM and Hospitality	<b>Assessments</b>	Introduction to FM and Hospitality - Written, organised by STAD examinations
<b>Study year</b>	2019-2020		
<b>ECTS credits</b>	5		
<b>Language</b>	Dutch, with parts in English		
<b>Coordinator</b>	CONVERSIE		

### Learning outcomes

Main learning outcome

The student can outline the principles of and the developments within and between the branches of FM and hospitality management

The student:

- outlines different definitions of facility management and describe various future developments
- specifies a number of key trends and developments in the environment of organisations and explains their impact on the facility organisation
- specifies various ways in which a facility management organisation defines its objectives, and distinguishes between general objectives and facility management objectives
- indicates the possible applications of competence profiles
- specifies four levels of production that define a hospitality experience
- identifies five branches of the hospitality industry, particularly activities in the hotel industry and hotel management
- recognises relevant developments and principles of hospitality outside of the hospitality industry
- specifies hospitality tools and metrics that provide insight into the hospitality of the FM organisation

### Content

*No content available*

### Included in programme(s)

Facility Management, major International Facility Management  
International Facility Management exchange programme

### School(s)

School of Facility Management

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