

## Course: Facility & Hospitality

credits: 5

**Course code** IFVP21FAH  
**Name** Facility & Hospitality  
**Study year** 2022-2023  
**ECTS credits** 5  
**Language** English  
**Coordinator** J.W.R. Kamphuis

**Modes of delivery** Tutorial  
**Assessments** Facility & Hospitality - Computer, organised by STAD examinations

### Learning outcomes

#### KFM

- Describes what facility management is and identifies at least eight facility services.
- Explains how the facility organisation works, including addressing the relationship between the internal and external customers, and the various roles of the stakeholders.
- Explains the way in which the quality of the service within facility management is measured, and translates this into indicators for management information (systems).
- Gives examples of the effects of social developments on businesses and people, and the role of the professional in this regard.

#### MFO

- From a business management perspective, describes the terms 'organisation', 'business' and 'enterprise', and the various dimensions of organisational environments, while also indicating the ways in which an organisation and its environment influence one another.
- Describes primary and secondary processes within organisations and recognises the place of facility management within them

#### Research

- Names the key concepts, steps and methods of applied FM research

### Content

#### KFM

In the 'Introduction to FM' tutorials, students are introduced to the broad professional field of facility management. What does the professional field entail exactly? What was the need that spurred the field to develop and how is FM organised in organisations? A number of services are covered in greater detail, such as catering, security and cleaning.

Students are also introduced to the basic principles of hospitality as an industry. Students must also recognise the connection with the project, which includes using a guest journey to identify the services within an organisation. Guest lecturers from the professional field will describe their vision, illustrating this with personal work experiences.

#### MFO

In MFO, students learn that there is a relationship between the strategy and the design of a business (including facilities companies), on the one hand, and what happens in the business environment or facilities environment (i.e. customers and society). The better a business (including facility companies) manages to respond to the changing demands of its customers and to social developments, the better it will perform and be able to grow. Accommodating the demand of a customer has an influence on all layers of the company working together on this. This is a dynamic process. Services and working processes are adjusted to the changing customer demand.

#### Research

In order to respond to customer demands or social developments as a business (including facility companies), research is a way of collecting data. This could entail interviewing customers in order to clarify the demand, or conducting a customer satisfaction survey, or studying professional literature on the newest cleaning robot. The results support the company's decisions.

In the research lectures, an introduction is given to conducting a study. Concepts which will be covered include desk research, qualitative research and quantitative research. The course is intended as in support of the project.

### Included in programme(s)

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

### School(s)

Institute of Future Environments