

## Course: Facility & Hospitality

credits: 5

<b>Course code</b>	IFVP23FAH	<b>Modes of delivery</b>	Tutorial
<b>Name</b>	Facility & Hospitality	<b>Assessments</b>	Facility & Hospitality - Computer, organised by STAD examinations
<b>Study year</b>	2023-2024		
<b>ECTS credits</b>	5		
<b>Language</b>	English		
<b>Coordinator</b>	J.H. Bolhuis		

### Learning outcomes

The student:

1. Describes what Facility Management is, identifies at least eight facility services and explains the functioning of the facility organization, relating it to internal and external customers and the different roles of stakeholders;
2. Describes from a business perspective the terms organization, business and enterprise and the different dimensions of organizational environments and indicates how organization and environment influence each other;
3. Gives examples of (the effects of) social developments and trends on companies and people and the role of the facilities professional therein;
4. Describes primary and secondary processes within organizations and recognizes the place of Facility Management in them;
5. Describes the basic principles of hospitality and identifies hospitality tools and measuring instruments that provide insight into the hospitality of the (FM) organization;
6. Explains how the quality of service within facility management is measured.

### 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