Course: Facility & Hospitality — credits: 5

Course code	FMVP23FAH
Name	Facility & Hospitality
Study year	2025-2026
ECTS credits	5
Language	Dutch, with parts in English
Coordinator	J.H. Bolhuis
Modes of delivery	Tutorial
Assessments	Facility & Hospitality - Computer, organised by STAD examinations

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

The student is introduced to the principles of FM. What exactly does the field entail? From what need did the field arise and how is FM shaped within organizations? The student is introduced to the most important business concepts and their relationship with Facility Management. In addition, the student is introduced to the principles of Hospitality.

Included in programme(s)

Facility Management

School(s)

Institute of Future Environments

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