

## Programme

### Qualification awarded

Bachelor of Science

### Length of the programme

48 months

### ECTS credits

240

### Level of qualification

Bachelor

### Mode

Full-time

### Language

Dutch, with parts in English

### School

Institute of Future  
Environments

### Locations

Groningen

## Facility Management, major Hospitality in Business

### Profile of the programme

The Facility Management programme aims to prepare students to become managers who are able to add value to organizations by facilitating the work activities and accommodation of individuals and groups in the area of services and property management, in a hospitable and flexible manner.

### Learning outcomes

The FM graduate has the ability to demonstrate that he/she:

- creates a professional product that adds value for people and organizations in the field of property management and/or services, considering people, place, planet, process, prosperity and technology.
- formulates, with the use of theories and models, a vision on relevant trends in the external environment of the organization in order to translate it into strategic facility policy and communicates that on different levels in and outside the organization.
- conducts a strategic market analysis to identify opportunities and threats within the market. The student translates the risks and benefits of (possible) partnerships with other organizations (Make, Buy, Ally) into strategic choices for the organization.
- formulates strategically aligned and implementable solution(s) to a complex (international) facility management question based on valid and reliable research.
- recommends a theoretically valid leadership style that best fits the change process and changing organization. The student develops, taking in consideration the individual capacities of employees within the multicultural context of the organization, a HR-strategy by choosing the right HR-instruments (i.e. development, incentives, and performance appraisal) to improve the performance and motivation of the employees.
- compares and contrasts theoretical frameworks and models of strategic, process and quality improvement to determine which framework or model fits a given problem identified by the student through conducting background research into the business process and strategies of an organization which the student integrates into a research plan.
- assesses if the business processes related to the management of the facilities of a given organization in the context of the organization's strategy effectively and efficiently deploy key resources (including employees) in the achievement of the organization's strategic goals. The student achieves this by collecting and analyzing information about the effectiveness and efficiency of the business processes and by determining the strategic position of the firm or organization.
- analyses the impact of the question in the current and future (desired) situation of the: economic aspects, financial aspects, legal aspects, internal processes and the organizational environment.
- drafts a strategic change management plan based on research a student conducts to determine the gaps between a given organization's facility and/or hospitality processes and their strategy that advises the organization on what changes the organization should implement and how it should implement them.
- communicates clearly and professionally with different parties at different levels, both inside and outside the organization. The student presents results, plans, conclusions and recommendations both verbally and in writing using correct English.
- reflects on their personal abilities and traits as a young facility management professional; how they have developed those abilities and traits during their education; and how they will use these abilities and traits in their future career.

## Programme

### Facility Management, major Hospitality in Business

### credits

First Year Facility Management, major Hospitality in Business

60

□ What is Facility Management?

15

□ FMVP18WFMKFM - Introduction to FM and Hospitality

5

□ FMVP18WFMONR - Introduction and Research FM

4

□ FMVP18WFMONT - Research FM Products and Services

2

▫ FMVP18WFMMFO - Management of the Facility Organisation	3
▫ FMVP20WFMSLB - Academic Career Planning 1	1
▫ Control Processes	15
▫ FMVP18PAAPRI - Project Process & Information Management	5
▫ FMVP18PAAMIP - MFO, Process Management, ICT	4
▫ FMVP18PAAFIM - Basic Financial Management	3
▫ FMVP18PAACOM - MS: Communication Theory	3
▫ The Work Place and Sustainable Buildings	15
▫ FMVP18WPLWOM - Project PoD, Workspace design & Practicum	5
▫ FMVP18WPLGDG - Healthy and Sustainable Buildings	3
▫ FMVP18WPLDWO - Organisation at Work	3
▫ FMVP18WPLPM - Project Management/Program of Approach	2
▫ FMVP18WPLMVG - MS: Project Presentation	2
▫ Services	15
▫ FMVP18SERCON - Project Service Concept	4
▫ FMVP18SEROND - Research 2	2
▫ FMVP18SERSMA - Service Marketing	3
▫ FMVP18SERREC - Law	3
▫ FMVP18SERHRM - Human Resource Management	2
▫ FMVP18SERSLB - Academic Career Planning 2	1
Second Year Facility Management, major Hospitality in Business	60
▫ Entrepreneurship	15
▫ FMVB18EPSFIM - Financial Management 2	3
▫ FMVB18EPSMKT - Marketing	3
▫ FMVB18EPSMVO - Corporate Social Responsibility	2
▫ FMVB18EPSPEP - Project Entrepreneurship	4
▫ FMVB18EPSREC - Law	2
▫ FMVB18EPSSLB - Academic Career Planning 3	1
▫	15
▫ FMVB18HIPFIM - Financial Management 3	2
▫ FMVB18HIPKHM - Quality of Hospitality Management	3
▫ FMVB18HIPOND - Research Report	2
▫ FMVB18HIPPKH - Procject Quality of Hospitality Management	4
▫ FMVB18HIPVHR - Change Management, Leadership and HRM	4
▫ International Internship	30
▫ FMVB19MGT - Internship	30
Third Year Facility Management, major Hospitality in Business	60
▫ Electives	30
<i>electives</i>	
▫ Eventmanagement	15
▫ FMVB19EVMEVM - Event Management	2
▫ FMVB19EVMPsy - Experience Psychology	2
▫ FMVB19EVMTHI - Purchasing Theory	2
▫ FMVB19EVMMAC - Management Accounting	2
▫ FMVB19EVMMAS - Marketing & Sales	3
▫ FMVB19EVMRMT - Risk Management	2
▫ FMVB20EVMPL - Project management & Leadership	2
▫ Eventmanagement	15
▫ FMVB19EVMEIO - Assigned Event	6
▫ FMVB19EVMZBE - Own created Event	7
▫ FMVB19EVMCOM - Communication	2
Fourth Year Facility Management, major Hospitality in Business	60
▫ Strategy in Hospitality 1	12
▫ FMVB18SIHOOP - Strategic Change Plan & research design	5
▫ FMVB18SIHOND - Research	2
▫ FMVB18SIHFIM - Financial Management	2
▫ FMVB18SIHREC - Law	2
▫ FMVB18SIHSLB - Academic Career Planning 4	1
▫ Strategy in Hospitality 2	18
▫ FMVB18SIHSVP - Strategic Change Plan	16
▫ FMVB18SIHETH - Ethics & Corporate Social Responsibility	2
▫ Graduation	30
▫ FMVB18GRA - Graduation Project	30

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