

Vak: Facility & Hospitality

credits: 5

Vakcode	IFVP23FAH	Werkvormen	Werkcollege
Naam	Facility & Hospitality	Toetsen	Facility & Hospitality - Computer, organisatie
Studiejaar	2025-2026		ToetsCentrum
ECTS credits	5		
Taal	Engels		
Coördinator	J.H. Bolhuis		

Leeruitkomsten

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.

Inhoud

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.

Opgenomen in opleiding(en)

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

School(s)

Instituut voor Future Environments