Vak: Facility & Hospitality — credits: 5

Vakcode	IFVP23FAH
Naam	Facility & Hospitality
Studiejaar	2026-2027
ECTS credits	5
Taal	Engels
Coördinator	J.H. Bolhuis
Werkvormen	Werkcollege
Toetsen	Facility & Hospitality - Computer, organisatie ToetsCentrum

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)

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

School(s)

Kunst, Ontwerp & Ruimte

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