

INTRODUCTION

TO HOSPITALITY FACILITIES MANAGEMENT



Hasif Rafidee Hasbollah

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Introduction to Hospitality Facilities Management provides learners with an easy-to-read book to the hospitality industry. This book comprises 8 chapters that will guide learners with comprehensive information of hospitality facilities management. Learners will be also exposed to the hospitality facilities issues, while also providing a summary based on the functionality of spaces in a hotel or restaurant. This useful guide will help learners acquire basic knowledge about hospitality facilities management concepts. Tutorial exercises are also provided in this book.

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CHAPTER 1:

The Role of Hospitality Facilities Management

The Terminology of Hospitality and Facilities Management

- Hospitality
 - The activity of providing food, drinks, accommodation, etc. for people who are the guests or customers and the host in an organisation.
- Facilities
 - A commercial or an institutional building, such as a hotel, or resort which is designed, built, installed, etc., to serve a specific function affording convenience or service.
- Facilities Management (FM)
 - A profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process, and technology.
- Hospitality FM
 - An activity and practice by which the host (people) in a commercial building (place) providing food, drinks, and accommodation (process) using hospitality technology such as room occupancy and restaurant bookings in order to provide products and services in an organisation.

Role of Hospitality FM

- "Manufacturing plant" in which the services and products that the guest purchases are created, delivered and consumed.
- Serving to define the industry.
- Key element of money making aspects of business (generate profit and real estate appreciation).

Cost Associated with Hospitality FM

- Cost of development and construction
 - Such as land cost, permit and development fees, labour costs, and cost of specialty building materials.
- Owner/investor expects Returns of Investment (ROI)
 - Operating profit (sale of rooms, food and beverage and meeting services) and real estate appreciation.
- Cost of Operation & Maintenance (O&M) in a manner that maximises the potential profit and appreciation in value of the building.
 - Hospitality FM to be constructed with appropriate quality and good budget control so that are able to predict the costs for maintenance, renovation and operation.

Property of Operation & Maintenance (POM) Account

- Labour
- Fringe benefits
- Supplies and expendables
- Contract maintenance
- Labour and fringe benefits in the maintenance department are one half of the POM expenditure.
- Energy account includes electricity, fuel, steam and water.