




# Business Administration

Course Number:	<b>BUAD 390</b>
Course Title:	<b>PROPERTIES MANAGEMENT</b>
Credits:	3
Calendar Description:	This course examines the management and maintenance of hotel facilities and building services including managerial methods and systems in housekeeping and engineering departments, key building systems and environmental issues relating to the management of lodging facilities. It examines the challenges of balancing revenue issues with demands and constraints imposed by regulations and other health, safety and security. <i>(also offered by Distance Education)</i>
Semester and Year:	<b>Fall 2023</b>
Prerequisite(s):	BUAD 111 116, 123, 195, and minimum third-year standing
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	No
Hours per week:	3
Graduation Requirement:	Elective – BBA, Hospitality & Tourism Management option
Substitutable Courses:	No
Transfer Credit:	
Special Notes:	
Development Date:	November 2012
Revision Date:	November 2013
Chair's Approval:	

**Professors**

Name	Phone number	Office	Email
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**Learning Outcomes**

Upon completion of this course students will be able to

- describe the importance of property management in relation to the successful operation of a hotel or large commercial/residential facility.
- describe financial planning and assessment tools commonly used by property managers.
- evaluate property management strategies and have an opinion as to their effectiveness.
- explain key elements of specific property management areas, including service delivery, risk management, and sustainable development.
- analyze case studies from the perspective of a General Manager.
- conduct a site audit of a large commercial property.

**Course Objectives**

This course will cover the following content:

\*See Course Schedule

**Evaluation Procedure**

Weekly Abstracts and Subject Review contributions in Moodle discussion forums	20%
Assignment 1 - Group Sustainable Design and Management Paper & Presentation	25%
Assignment 2 - Group Property Site Audit Presentation	15%
Mid-term Exam – T/F, M/C, + short answer questions from chapters 1,2,3,11,12, 14	20%
Final Exam – Individual case examination	20%
Total	100%

**Notes****Exams****Weekly Abstracts and Subject Reviews:**

Students will be responsible for submitting a weekly abstract of between 350 and 400 words that summarizes the required readings for the week. Contributions will be made via discussion forums on Moodle. In addition to individual input, students will be evaluated on their contribution to other threads in the discussion forums.

**Assignment 1 Term Paper and Presentations:**

See the project brief under the Assignment 1 and 2 tabs in Moodle for complete details and marking rubric.

- Each presentation will be no more than 30 minutes in length.
- Each student shall submit a written assignment 1200 – 2000 words on sustainable management and design.
- Written work for the assignment must be properly referenced and should indicate clear comprehension of the business communication courses that have been undertaken. Marks will be deducted up to 20% for spelling, grammatical and organizational errors.

**Mid-term Exams:**

- The Mid-term exam will be a combination of multiple choice, true and false, and short answer essay questions.
- In-class activities, group research presentations and guest speakers are eligible material for the midterm exam.
- Final Exams can be scheduled any day except Sunday and cannot be missed except for medical emergencies.
- The mid-term exam is worth 20% of your final grade.
- Midterm Exam: Chapters 1,2,3,11,12,14, + material covered in class/posted on Moodle

**Final Exam:**

- The final exam is a long answer, case-based, essay question.
- Students will choose one of two essay questions and will be expected to show a broad understanding of the entire course in their essays.
- The final exam is worth 20% of your final grade.

**Required Texts/Resources**

Hospitality Facilities Management and Design, Fourth Edition, David M. Stipanuk  
<https://www.ahlei.org/product/hospitality-facilities-management-and-design-fourth-edition-textbook-and-answer-sheet/>

## Course Schedule

Date		Topic	Textbook
Week of:		<p>Wednesday September 6, First day of class</p> <p>Friday September 15, Last day to register for Fall 2023</p> <p>Monday Oct. 2 &amp; Monday Oct. 9 &amp; Monday Nov. 13, Statutory Holiday (no classes)</p> <p>Friday October 27, Last day to withdraw from class without academic penalty</p> <p>Thursday December 7, Last day of class</p>	
1	SEP12	Course Introduction. Presentation of Burj Al Arab. Interview with Wolfgang Nitschke, opening GM at Burj Al Arab (TBC)	
2	SEP19	Structure of the hospitality industry. The GM Perspective and the Triangle of Excellence. Interview with Tineke de Wit, General Manager, DoubleTree by Hilton. (Confirmed)	
3	SEP26	The role, cost, and management of hospitality facilities. Hospitality facilities, management tools, techniques, and trends Guest speaker/video interview Rhonda Lindsay, Northland Properties and Station Hospitality Group (TBC)	Chapters 1&2
4	OCT03	Building Structure, Finishes, and Site Lodging Planning and Design Renovation, Capital Projects, and Asset Management Video interview: David McMillan, Axis Hospitality International and David Lang, SVP Portfolio Management, Four Seasons (both confirmed)	Chapters 11,12&14
5	OCT10	Group organization and introduction to Assignment #1 Video interview: Christoffer Transtrom, Senior Property Engineer, AIG (confirmed)	
6	OCT17	Environmental and Sustainable Management Video interview, Joao Dias, Sustainability Officer, Radisson Hotel Group (confirmed) and an award-winning GM (TBC)	Chapter 3
7	OCT24	MidTerm exam: textbook chapters 1,2,11,12,14, and 3, classroom materials and other material posted on Moodle.	
8	OCT31	Consultations for Assignment #1	
9	NOV7	Food Service Equipment Food Service Planning and Design Philip Mahoney, SVP at Fairmont Hotels (TBC)	Chapters 10&13
10	NOV14	Assignment # 1 – Sustainable Management	
11	NOV21	Internal systems (Safety and Security; Electrical; HVAC; Lighting; Water and Wastewater systems) Video interview/presentation: Kelly Watt, VisualPlan on Digital Twins (confirmed)	Chapters 4,6,7,8,9

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12	NOV28	Site visit to Delta Grand / Lakeshore Place (TBC)	
13	DEC5	Assignment #2 – Group audit presentations	
14		Final exam – Individual case analysis	

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## **STUDENT CONDUCT AND ACADEMIC HONESTY**

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### **What is the Disruption of Instructional Activities?**

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### **What is Cheating?**

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### **What is Plagiarism?**

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### **What are the Students’ Responsibilities to Avoid Plagiarism?**

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009)). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### **What are the Penalties for Plagiarism and Cheating?**

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.