



INTERNATIONAL QUALIFICATIONS
AND ASSESSMENT CENTRE (IQAC)



Programme	Level 4 Extended Diploma in Tourism & Hospitality	
Unit Number/ Unit Title	Unit 4 Hospitality Operations and Facilities Management	
Cohort Code:	L04HOF-U4	
Unit Level	Level 4	
Total Credits/Hours	Total qualification time 200/ Total Guided learning hours 90/ Self-guided learning hours 110	
Credits	20 CATS/ 10 ECTS	
Lecturer		
Start Date		End Date
Unit Aims	This module aims to introduce learners to the operational processes and facilities management practices essential in the hospitality industry. It covers the coordination of front-of-house and back-of- house activities, housekeeping, food and beverage services, and maintenance of physical infrastructure.	
Differentiation Strategies <i>(e.g. planned activities or support for individual learners according to their needs)</i>	Various approaches to addressing the various identified students' needs will be adopted throughout the lesson. Such will include: <ol style="list-style-type: none">1. Progressive tasks2. Digital resources3. Verbal support4. Variable outcomes5. Collaborative learning6. Ongoing assessment7. Flexible-pace learning	

Equality & Diversity	Variety of teaching techniques will be employed to ensure that the needs of each individual learner are met.
Safeguarding & Prevent	Safeguarding policies and the Prevent duty are strictly observed to ensure the safety, well-being, and inclusivity of all students and staff.
Health & Safety	SIRM H&S policies will be maintained.
Learning Resources	<p style="text-align: center;">Teaching and Learning Materials</p> <ul style="list-style-type: none"> • Jones, P., & Lockwood, A. (2022). Hospitality Operations: A Systems Approach. Cengage Learning. • Barrows, C. W., & Powers, T. (2017). Introduction to Management in the Hospitality Industry. Wiley. • Walker, J. R. (2017). Food and Beverage Service. Pearson. • Rutherford, D. G., & O'Fallon, M. J. (2011). Hotel Management and Operations. Wiley. • Knowles, T. (2019). Hospitality Management: An Introduction. Pearson.

Learning Outcome (The learner will be able to)	Assessment Criteria (The learner can:)
LO1. Understand the key functions of hospitality operations.	<p>Describe the structure and functions of front-of-house and back-of-house operations.</p> <p>1.2 Explain the role of coordination between departments in service delivery.</p>
LO2. Analyse effective facilities management in hospitality.	<p>2.1 Explain the importance of facilities planning and maintenance.</p> <p>2.2 Assess the implications of poor facilities management on guest satisfaction.</p>
LO3. Examine health, safety, and hygiene regulations in hospitality.	<p>3.1 Identify key health and safety policies in hospitality operations.</p> <p>3.2 Evaluate strategies to maintain hygiene and safety standards.</p>
LO4. Explore the impact of technology in hospitality operations.	<p>4.1 Analyse the use of property management systems (PMS) and smart technologies.</p> <p>4.2 Discuss how technology enhances efficiency and guest experience.</p>
LO5. Evaluate sustainable practices in hospitality facilities.	<p>5.1 Examine the role of sustainability in managing hotel and restaurant facilities.</p> <p>5.2 Propose sustainable operational improvements.</p>

No	Topic	Learning Outcomes for Each Topic	Which assessment criteria does the session relate to?	Day/month/year/ signature
1	Introduction to Hospitality Operations and Facilities Management	Define the scope of operations and facilities management within the hospitality industry.	LO1	
2	Structure and Functions of Front-of-House Operations	Understand reception, concierge, and guest services roles in daily operations.	LO1	
3	Back-of-House Operations: Coordination and Communication	Identify roles such as kitchen, housekeeping, and engineering, and how they integrate.	LO1	
4	Housekeeping Operations and Room Division Management	Explore cleaning protocols, scheduling, and coordination with other departments.	LO1	
5	Food and Beverage Service Operations	Examine the organization and flow of service in restaurants, bars, and banquet services.	LO1	
6	Event and Banqueting Operations	Understand the logistics and staffing required for hosting events in hospitality venues.	LO1	
7	Introduction to Facilities Management in Hospitality	Define facilities management and its importance to guest experience and safety.	LO2	
8	Facility Design and Space Planning for Hospitality	Evaluate how physical layout impacts service efficiency and guest flow.	LO2	

9	Maintenance Operations: Preventive and Reactive Maintenance	Understand maintenance strategies for electrical, plumbing, HVAC, etc.	LO2	
10	Asset Management and Lifecycle Planning	Analyze how hospitality assets are managed over their useful life.	LO2	
11	Outsourcing and Contracting in Facilities Management	Explore advantages and risks of outsourcing housekeeping, security, or maintenance.	LO2	
12	Facility Budgeting and Cost Control	Understand budgeting principles for repair, maintenance, and capital improvements.	LO2	
13	Introduction to Health, Safety, and Hygiene in Hospitality	Understand legal and practical frameworks governing workplace health and safety.	LO3	
14	Understand legal and practical frameworks governing workplace health and safety.	Explore HACCP principles, cross-contamination prevention, and sanitation procedures.	LO3	
15	Fire Safety and Emergency Response Protocols	Analyze preparedness measures, drills, and compliance standards.	LO3	
16	Midterm	Midterm assessment covering all learning outcomes (theory and practical elements)	LO1, LO2, LO3	
17	Security Management in Hospitality Facilities	Examine practices in guest protection, theft prevention, and incident handling.	LO3	

18	Workplace Safety and Employee Training	Evaluate the role of training in promoting safety culture across departments.	LO3	
19	Risk Management and Compliance in Hospitality	Identify regulatory standards and liability issues in hospitality operations.	LO3	
20	Digital Technologies in Front Office Operations	Explore the use of PMS (Property Management Systems), mobile check-in, and CRM.	LO4	
21	Technology in Housekeeping and Maintenance	Understand how digital tools support inventory tracking, scheduling, and reporting.	LO4	
22	Automation in Food and Beverage Services	Examine emerging technologies such as digital menus, contactless ordering, and kitchen tech.	LO4	
23	Integration of Smart Technologies in Facility Management	Explore building automation, smart lighting, and IoT for energy efficiency.	LO4	
24	Guest-Facing Technologies: Mobile Apps, Chatbots, and AI	Analyze guest tech experiences and their impact on satisfaction.	LO4	
25	Data Analytics and Operational Efficiency	Evaluate how data is used for predictive maintenance, guest preferences, and performance tracking.	LO4	
26	Introduction to Sustainability in Hospitality Facilities	Define sustainability and explain its significance in operations and facilities.	LO5	

27	Energy Management and Water Conservation Practices	Examine efficient systems for managing utilities and reducing operational costs.	LO5	
28	Waste Management and Recycling in Hospitality	Understand best practices for waste reduction in hotels and restaurants.	LO5	
29	Review and Capstone: Designing an Integrated Operational and Facilities Plan	Apply operational knowledge to propose an efficient, safe, tech-integrated, and sustainable hospitality facility.	LO1 – LO5	
30	Final Exam Preparation & Review			
31	Final Exam			