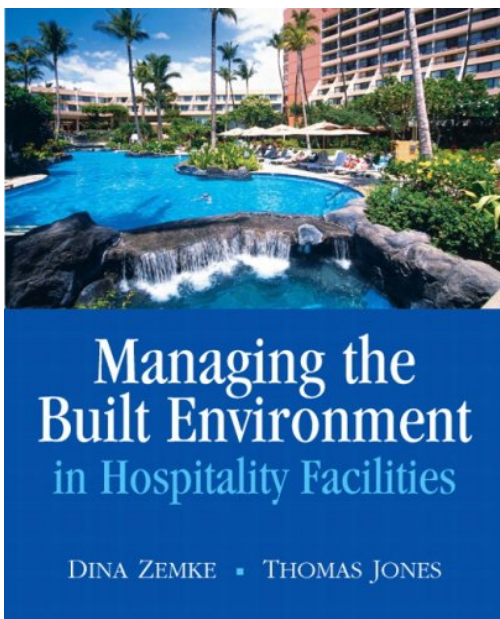


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Managing the Built Environment in Hospitality Facilities

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From the Back Cover

Why Hospitality Facilities Management?

Buildings and land comprise two of the largest assets on hospitality businesses' balance sheets. As for operating the building, a hotel generally spends about 10-12% of gross revenue to maintain the property and pay for utilities. An additional 3 — 7% (or more) is set aside each year to cover capital improvements to the building. While restaurants' expenses in this area are somewhat lower, the nearly 20% of gross revenue each year provides a compelling reason for any new manager in hospitality to be familiar with the asset that is consuming this money.

Why This Book?

This book will provide the foundation by which a new hospitality industry manager can make good decisions on operating and investing in this most important of assets. The book will not teach any student how to perform repairs, install mechanical systems, or serve as the chief engineer in a hospitality property. It will, however, provide basic knowledge of how facilities form the core product of our industry, how systems work, and a good vocabulary to use with facilities management staff, asset manager, and vendors or contractors. This provides a foundation from which the student can expand his or her understanding of a particular facility. Most importantly, the student will be able to ask the right questions (using the correct technical terms) and take the right steps to control costs and contribute to the bottom line of any facilities-intensive business.

Organization of the Book

This book is organized into three parts:

- Part I: The Impact of Facilities Management: provides a broad overview of various perspectives on the facility's role in hospitality, how the facility is managed, and current issues and trends.
- Part II: Building Systems: introduces the student to the building and mechanical systems that control the built environment of the property.

- Part III: Building Planning and Design: provides an overview of building exterior systems and the technical considerations required for compliance with the Americans with Disabilities Act.

Each chapter includes information on energy conservation and sustainable built environment practices, emphasizing the importance of ensuring the safety of all building occupants and complying with ever-changing codes and regulations. Our goal is to ensure that students go forth into the hospitality industry not only providing excellent products and service, but providing them in the most ethical and cost-effective way possible.

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