

Cornell University  
School of Hotel Administration



旅遊學院  
INSTITUTO DE FORMAÇÃO TURÍSTICA  
Institute for Tourism Studies

# EXECUTIVE DEVELOPMENT PROGRAMME

## Facilities Management

「設施管理」高級管理課程

26 – 27 May 2015

Course Leader

**Ms. Jeanne Varney**

Lecturer

School of Hotel Administration, Cornell University

# Executive Development Programme

## Facilities Management

### 「設施管理」高級管理課程

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#### Course Description:

This course offers a unique opportunity for the non-engineer to learn the basics of hotel building facility management and sustainable hotel operations. The hospitality facilities management portion of the course will discuss building systems equipment, engineering management functions, asset management views and capital project execution. The class will spend time discussing how the different systems function, as well as how they could be maintained. The sustainable hotel management portion of the course will discuss a broad range of triple-bottom-line issues ranging from global certifications to tactical green activities every hotel can accomplish. By the end of the class, participants will be able to speak conversantly about building facility management as well as sustainable principles and practices pertaining to the hospitality industry.

#### Key Benefits:

Participants in this course will come away with greater insight on how the physical hotel building functions. They will gain a fundamental understanding of basic terms related to a hotel's building mechanical systems, the responsibilities and roles of a strong property operations and maintenance team, the perspectives of the owner, and the process and cycles of renovations. Attendees will also learn the fundamentals of sustainability and how to evaluate, introduce and expand sustainability principles, practices and products to their hotels. Each participant will receive a tool kit of sustainability literature, website resources and frameworks that will aid them in building a more sustainable hospitality business.

#### Topics include:

- Understanding the fundamentals of building systems (plumbing, electric, HVAC, other)
  - The basics of property operations maintenance (roles, tools and techniques)
  - Capital expenditures, renovations, and project management
  - Building asset management
  - Sustainable engineering practices
  - Introduction to the principles of sustainability
  - Current issues and trends in sustainable hospitality
  - LEED in Hospitality and other certifications
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## Language

English

## Venue

Institute for Tourism Studies  
Colina de Mong-Ha, Macao, China

## Programme fee

Macao ID-holders: MOP8,650  
Non-Macao ID-holders: MOP14,840

## Registration Period

**23 April – 6 May 2015**  
(on first-come-first-served basis)

## Registration Form & Website

<http://www.ift.edu.mo/EN/ExecutiveProgrammes/Home/Index/284>

## For further information or enquiry

Tel: (853) 8598 1250  
Fax: (853) 8598 1283  
Email: [edp@ift.edu.mo](mailto:edp@ift.edu.mo)



## Disclaimer

We reserve the right to postpone or cancel the course. In the case of cancellation, participants will NOT be subject to any charge or compensation.

## About the Organisers



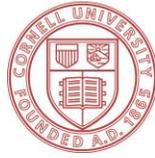
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# Jeanne Varney

Jeanne Varney is a lecturer at the School of Hotel Administration at Cornell University. She resides in the facilities and property management, planning, and design department, where she is responsible for the curriculum in Hospitality Facilities Management and Sustainable Global Enterprise in Hospitality. In Hospitality Facilities Management, she combines the technical facilities curriculum with a practical management perspective. In Sustainable Global Enterprise in Hospitality, she leads students through the principals, methodology, and tactical application of green hotel development and practices.



Outside Cornell, Varney is a principal with Olive Hospitality Consulting, where she provides practical sustainability solutions to businesses looking to improve the “triple bottom line” for their organisations. She has more than 20 years of real estate, operations, and sustainable hospitality experience. Prior to establishing Olive Hospitality Consulting, Varney was vice president of asset management at Host Hotels and Resorts, administering the full range of ownership responsibilities, including operational and capital expenditure budgeting, ongoing operational reviews, and long-term strategic planning for the properties. She previously held positions with Marriott International Corporate Headquarters, Horwath Landauer Hospitality Consulting, as well as positions with the Ritz-Carlton Hotel Company and Four Seasons Hotels and Resorts.

Outside her professional duties, Ms. Varney is an international past president for NEWH, Inc. and is a founding member of the NEWH Sustainability Committee. She is also a member of U.S. Green Building Council, Sustainable Hospitality Council, Cornell Real Estate Council, and Cornell Hotel Society. Ms. Varney holds a MBA from the George Washington University and a BS degree in Hotel Administration from Cornell University.

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