



Management & Supervision of THEM Facilities

LEI4540 | Class # 21744 | 3 Credits | Fall 2025

Connect with HHP



@UFHHP



@ufhhp



@UF_HHP



HHP LinkedIn

Course Info

INSTRUCTOR

David Lucier, Ph.D.

Office: FLG 302

Email: dlucier@ufl.edu

Preferred Method of Contact: **Email**

OFFICE HOURS

By appointment

MEETING TIME/LOCATION

Access course through Canvas on UF e-Learning
(<https://elearning.ufl.edu/>) & the Canvas mobile app by Instructure

COURSE DESCRIPTION

The management process as it relates to planning and operation of leisure service facilities. Subjects include traditional and contemporary management theory, the management process, legal and financial aspects, risk management and contemporary issues in leisure services management. Facility topics include feasibility studies and design issues.

PREREQUISITE KNOWLEDGE AND SKILLS

Junior standing or department permission.

REQUIRED AND RECOMMENDED MATERIALS

Recommended Text: Mahoney, K., Esckilsen, L., Jeralds, A., & Camp. S. (2020). *Public Assembly Venue Management: Sports, Entertainment, Meeting, and Convention Venues 2nd Edition*. Dallas, TX: Kendall Hunt Publishing (ISBN-13: 978-1-79-244849-2).

COURSE FORMAT

Lectures will be uploaded into Canvas with the expectation that students will complete one module each week.

COURSE LEARNING OBJECTIVES:

By the end of this course, students should be able to:

1. Demonstrate knowledge and understanding of a manager's role related to venue operations, personnel, and services.
2. Identify motivational issues facing venue employees/staff.
3. Develop skills to be able to support and foster professionalism related to venue operation and management.
4. Employ a diversity of management strategies including human, community and natural resources to deliver venue services and events.
5. Implement safety and security measures that will protect visitors, staff, and the venue.
6. Implement strategies which enhance event and ancillary revenue sources.
7. Employ ticketing and access management strategies.

Course & University Policies

ATTENDANCE POLICY

Students are expected to watch all lectures and turn in all assignments by the due dates listed in the course schedule.

PERSONAL CONDUCT POLICY

Students are expected to exhibit behaviors that reflect highly upon themselves and our University. UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." The Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>) specifies a number of behaviors that are in violation of this code and the possible sanctions.

Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult the instructor or TA in this class.

EXAM MAKE-UP POLICY

A student experiencing an illness should visit the UF Student Health Care Center or their preferred healthcare provider to seek medical advice and obtain documentation. If you have an illness, family emergency or death, please contact the Dean of Students Office (www.dso.ufl.edu) and follow the DSO Care Team procedures for documentation and submission of a request for make-up assignment (<https://care.dso.ufl.edu/instructor-notifications/>). The DSO will contact the instructor. Do not provide any documentation to the instructor regarding illness or family emergency. This is your personal and protected information. The DSO is qualified to receive and verify the documents you provide. The instructor will follow the recommendations from the DSO. for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>."

ACCOMMODATING STUDENTS WITH DISABILITIES

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the Disability Resource Center by visiting their Get Started page at <https://disability.ufl.edu/students/get-started/>. It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

COURSE EVALUATIONS

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

Getting Help

HEALTH & WELLNESS

- **U Matter, We Care:** If you or someone you know is in distress, please contact umatter@ufl.edu, 352-392-1575, or visit [U Matter, We Care website](#) to refer or report a concern and a team member will reach out to the student in distress.
- **Counseling and Wellness Center:** Visit the [Counseling and Wellness Center website](#) or call 352-392-1575 for information on crisis services as well as non-crisis services.
- **Student Health Care Center:** Call 352-392-1161 for 24/7 information to help you find the care you need, or visit the [Student Health Care Center website](#).
- **University Police Department:** Visit [UF Police Department website](#) or call 352-392-1111 (or 9-1-1 for emergencies).
- **UF Health Shands Emergency Room / Trauma Center:** For immediate medical care call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; or visit the [UF Health Emergency Room and Trauma Center website](#).
- **GatorWell Health Promotion Services:** For prevention services focused on optimal wellbeing, including Wellness Coaching for Academic Success, visit the [GatorWell website](#) or call 352-273-4450.

ACADEMIC RESOURCES

- **E-learning technical support:** Contact the [UF Computing Help Desk](#) at 352-392-4357 or via e-mail at helpdesk@ufl.edu.
- **Career Connections Center:** Reitz Union Suite 1300, 352-392-1601. Career assistance and counseling services.
- **Library Support:** Various ways to receive assistance with respect to using the libraries or finding resources.
- **Teaching Center:** Broward Hall, 352-392-2010 or to make an appointment 352-392-6420. General study skills and tutoring.
- **Writing Studio:** 2215 Turlington Hall, 352-846-1138. Help brainstorming, formatting, and writing papers.
- **Student Complaints & Grievances:** Students are encouraged to communicate first with the involved person(s), but [here](#) is more information on the appropriate reporting process.

Grading

Evaluation Components (number of each)	Points Per Component	Approximate % of Total Grade
---	----------------------	---------------------------------

Lecture Exams (2)	Exam #1: 68 / Exam #2: 82	150/500 = 30%
Group Project (1)	125 pts	125/500 = 25%
Quizzes (7)	65 pts	65/500 = 13%
Facility Visit Project (1)	50 pts	50/500 = 10%
Discussions (4)	80 pts possible	55/500 = 1%
Assignments (3)	30 points possible	30/500 = 6%

Lecture Exams – Each exam will consist of multiple choice and true/false questions. Students are permitted to use their notes, textbook, or refer to course lectures during these exams. Exam questions are generated by the course instructor and the majority of focus should be given to the lecture notes when studying.

Assignments – Each assignment is due at 11:59pm EST on the date listed in the course schedule. These assignments are designed to present real-world application of the topics discussed in the lecture.

Quizzes – Quizzes consist of 5 multiple choice and true/false questions. These quizzes are a good example of the type of questions students may see on the exams. Students are permitted to use their notes, textbook, or refer to course lectures during these exams.

Facility Visit – Students will take an on-site visit of a facility of their choice and submit a written summary and evaluation of the visit, following the guidelines provided in the rubric.

Group Project – Students will be assigned groups to create a business proposal to construct a new or renovate an existing facility. The project incorporates each module and learning topic discussed throughout the course and provides students an opportunity to explain their knowledge of course materials while gaining experience of writing and presenting a business plan.

GRADING SCALE

You may find the University grades and grading policies here: <https://catalog.ufl.edu/UGRD/academic-regulations/grades-grading-policies/>

Letter Grade	Points Needed to Earn Each Letter Grade	Percent of Total Points Associated with Each Letter Grade	GPA Impact of Each Letter Grade
A	≥ 470	94.00 – 100%	4.0
A-	450 - 469	90.00 – 93.99%	3.67
B+	435 – 449	87.00 – 89.99%	3.33
B	415 - 434	83.00 – 86.99%%	3.0
B-	400 - 414	80.00 – 82.99%	2.67
C+	385 – 399	77.00 – 79.99%	2.33
C	365 – 384	73.00 – 76.99%	2.0
C-	350 – 364	70.00 – 72.99%	1.67
D+	335 – 349	67.00 – 69.99%	1.33
D	315 – 334	63 – 66.99%	1.0
D-	300 – 314	60.00 – 62.99%	0.67
E	≤ 299.99	0 – 59.99%	0

Weekly Course Schedule

CRITICAL DATES & UF OBSERVED HOLIDAYS

- September 1: Labor Day (Monday)
- October 17: UF Homecoming (Friday)
- November 11: Veterans Day (Tuesday)
- November 24 – 28: Thanksgiving holiday (Monday – Friday)
- December 4 – 5: UF Fall Semester Reading Days (Thursday – Friday)

WEEKLY SCHEDULE

Week	Dates	Assigned Module & Schedule Notes	Assessments Due
1	8/21-8/22	Orientation	<ul style="list-style-type: none"> • Introduce Yourself
2	8/25-8/29	Chapter 1: History and role of public assembly venues	<ul style="list-style-type: none"> • Orientation Quiz: Aug 31st
3	9/1-9/5	Chapter 2: Ownership and management	
4	9/8-9/12	Chapter 3: Planning, financing, design, and construction	<ul style="list-style-type: none"> • Module 2 Quiz: Sept 14th • Group Project Proposal: Sept 14th
5	9/15-9/19	Chapter 4: Business and financial management	<ul style="list-style-type: none"> • Location, Location, Location: Sept 21st
6	9/22-9/26	Chapter 5: Booking	<ul style="list-style-type: none"> • Module 4 Quiz: Sept 28th
7	9/29-10/3	Chapter 6: Marketing	<ul style="list-style-type: none"> • Double Booked: Oct 5th
8	10/6-10/10	Chapter 7: Ticketing	<ul style="list-style-type: none"> • Exam #1: Oct 12th • Marketing: Oct 12th
9	10/13-10/17	Chapter 8: Revenue sources	<ul style="list-style-type: none"> • Module 7 Quiz: Oct 19th
10	10/20-10/24	Chapter 9: Operations	<ul style="list-style-type: none"> • Ancillary Revenue: Oct 26th • Facility Visit: Oct 26th
11	10/27-10/31	Chapter 10: Event management	<ul style="list-style-type: none"> • Module 9 Quiz: Nov 2nd
12	11/3-11/7	Chapter 11: Safety and security	<ul style="list-style-type: none"> • Current Events: Nov 9th

			<ul style="list-style-type: none"> • Facility Policies: Nov 9th
13	11/10-11/14	Group Project Work	<ul style="list-style-type: none"> • Module 11 Quiz: Nov 16th • Event Incident: Nov 16th
14	11/17-11/21	Group Project Work	<ul style="list-style-type: none"> • Group Project: Nov 23rd
15	11/24-11/28	<i>Thanksgiving Break</i>	
16	12/1-12/3	Exam #2	<ul style="list-style-type: none"> • Exam #2: Dec 3rd

SUCCESS AND STUDY TIPS

Students should keep pace with the course and be aware of due dates for assignments, quizzes, and tests. All exam and quiz answers can be found in the lecture material, and lectures are based on the textbook. Students are encouraged to consider their interests when working on assignments to select facilities, websites, and sources that may be helpful in their future careers.