**Hotel Technology Tools Notes**

### Security
- Safety of guests and employees
- Secure doors to property
- Secure doors to guest rooms

### Housekeeping
Inventory system on computer to manage room availability as well as counts of sheets, pillows, bedding, soaps, shampoos, etc.

### Engineering
- Air conditioning
- Heating system
- Pools

### Front Office

**Four parts of Front Office**
1. Reservations
2. Front Desk
3. Uniformed services
4. Communication

**Property Management System (PMS)**
- Computer system with specialized software
- Manage revenue, room rates, reservations, room assignments, and guest folios

**Rack system**
- Reservations kept by hand
- Hand key and mail system

**PMS will interface with other POS systems such as retail shop systems or restaurant services**

---

**HOTEL**

### Purpose
- Sell Rooms
- Help guests while at the property
- Clean the Rooms

### Guest Cycles
- Pre-arrival
- Arrival
- Occupancy
- Departure

---

Hotel Technology Tools and Website Design Challenge
Copyright © Texas Education Agency, 2013. All rights reserved.
Front Desk Tasks

- Check-in and check-out
- Greeting
- Guest security
- Financial tasks
- Guest services
- Bucket check

Guest Security

- Alarm systems
- Electronic surveillance
- Cameras
- Fire detection systems
- Electronic identification of employees (badges)

Hotel Technology Tools and Website Design Challenge
Copyright © Texas Education Agency, 2013. All rights reserved.