Technology in the Hospitality and Tourism Industry

PRINCIPLES OF HOSPITALITY AND TOURISM
Presentation Notes
Technology in the Hospitality and Tourism Industry
What is Technology?
The application of scientific knowledge for practical purposes, especially in industry.
Can you name some technology applications that will enhance customer satisfaction in the industry?
The Internet has had a large impact on how people travel, where they choose to stay overnight and where they eat.

Customers/guests can visit company websites to make these decisions.
Guest check-in information used to be recorded by hand and kept in log books.
PMS Systems

- Creates a guest folio
- Keeps track of guest purchases
- Generates a bill
- Produces electronic key cards

Can handle:
- Accounting
- Inventory
- Purchasing
- Receiving

Guest folio – a record of all transactions of both cash and credit incurred by a hotel guest.

Electronic key systems – a card with a magnetic strip that contains the room combination
The POS has improved the accuracy of menu orders.
The POS system has increased employee efficiency and overall company productivity.
Technology is set to invade a restaurant near you in 2015

2015 may well be the year that restaurants across the country put guests in control of their own dining experience by allowing them to place orders and pay their checks via tablets and place orders before they get to the counter.

Can you name other wireless communication devices or social media programs that would benefit the hospitality industry?
The HRIS is a computer system that human resources departments use for personnel records.
Computerized table management system – hostesses provide customers with pagers if tables are not available

Electronic bulletin board – may feature videos of interest such as news, traffic and weather

Kiosk - a small structure in a public area used for providing information or displaying advertisements, often incorporating an interactive display screen or screens

Wi-Fi - a facility allowing computers, smartphones or other devices to connect to the Internet or communicate with one another wirelessly within a particular area

Did we leave anything out?
Questions?
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