Technology in the Hospitality and Tourism Industry

PRINCIPLES OF HOSPITALITY AND TOURISM
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What is Technology?

The application of scientific knowledge for practical purposes, especially in industry.
Technology in Hospitality and Tourism

PROPERTY MANAGEMENT SYSTEMS

POINT OF SALES SYSTEMS
Internet

**Hospitality**
- Customers can:
  - Book hotel rooms online
  - Buy tickets for events
  - Make airline reservations
  - Plan vacations
  - Rent cars
  - View hotel website for location and room rates

**Restaurants**
- Customers can:
  - Make reservations
  - Order take out food
  - View restaurant website for hours of operation, location and menus
Property Management System (PMS)

The computer software and hardware used to run lodging properties; keeps all the information for all departments.
PMS Systems

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

Can handle:
- Accounting
- Inventory
- Purchasing
- Receiving
Point of Sales System (POS)

A computerized system for recording an order at the place where the order is taken.
POS Systems

- Calculates charges and taxes
- Keeps track of menu items sold
- Processes credit cards
- Records payments
- Sends orders to kitchen
- Tracks inventory

Can handle:
- Accounting
- Employee
  - Scheduling
  - Time clock
- Payroll
- Sales reports
Technology is set to invade a restaurant near you in 2015

(click on video image)
Wireless Communication

**Equipment**
- Computers
- Cell phones
- Laptops
- Pagers
- Tablets
- Two-way radios

**Programs**
- Email
- Social media
  - Facebook™
  - Twitter™
  - Instagram™
- Text

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Human Resources Information System (HRIS)

- Used by human resource departments
- Keeps track of employee information
  - Addresses
  - Anniversaries of hire date
  - Attendance
  - Birth dates
  - Disciplinary records
  - Names
  - Social security numbers
  - Wage histories
Other Technology Available

- Computerized table management system
- Electronic bulletin board
- Kiosks
- Wi-Fi
Questions?
Images:
- Shutterstock™ images. Photos obtained with subscription. (Slides 3, 4, 6, 7, 8, 9, 11, 12, 14)

Journal:

Textbooks:

Video:
- 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. [http://www.usatoday.com/media/cinematic/video/23130327/technology-is-set-to-invade-a-restaurant-near-you-in-2015/](http://www.usatoday.com/media/cinematic/video/23130327/technology-is-set-to-invade-a-restaurant-near-you-in-2015/)