Take a Byte: Technology in the Hospitality Industry

Directions: Fill-in-the-blank with the correct word(s) from the word bank to complete the statements.

Word bank
check-in customize facial recognition
eases flat screen TV hotel websites
input instant rate
room key smart phone stay
tablets transparency travel agencies
travel blog Wi-Fi

1. Technology ______________ the process of the ____________________.

2. Technology can ________________________________ experience for guests.

3. Making online reservations can also ease the ________________ process, additionally can allow guests to check in using their _______________________.

4. In some hotels a smartphone can be the guests’ _________________.

5. ______________________ technology is currently used in the government sector and may soon be introduced in the hospitality industry.

6. In the hotel room, many hotels now have a __________________ rather than the older style.

7. Business traveler’s stressed the importance of good ____________________ access throughout the hotel property.

8. On some properties, ______________________ are used in the guests’ room to control various things such as, temperature, lighting and even window shades.
9. _________________ allows the guest to view the property and its amenities without physically visiting the hotel.

10. Hotel’s connections with online _________________ provides opportunity to increase bookings.

11. Social media leads to _________________ of hotel operation and provides accountability.

12. Through social media, guests may provide _________________ and _________________ their hotel stay and experience.

13. Some social media can provide _________________ feedback.

14. _________________ may provide a more in depth review of the property and its’ amenities.