

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

Rack system
Reservations kept by hand
Hand key and mail system

Property Management System (PMS)

- Computer system with specialized software
- Manage revenue, room rates, reservations, room assignments, and guest folios

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

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

