The Plan

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Operations Management Responsibilities

- Contribute to organizational plans and budgeting
  - Enforce policies & procedures
  - Hire & train staff
- Analyze financial records
  - Create staff schedule
  - Maintain staff morale
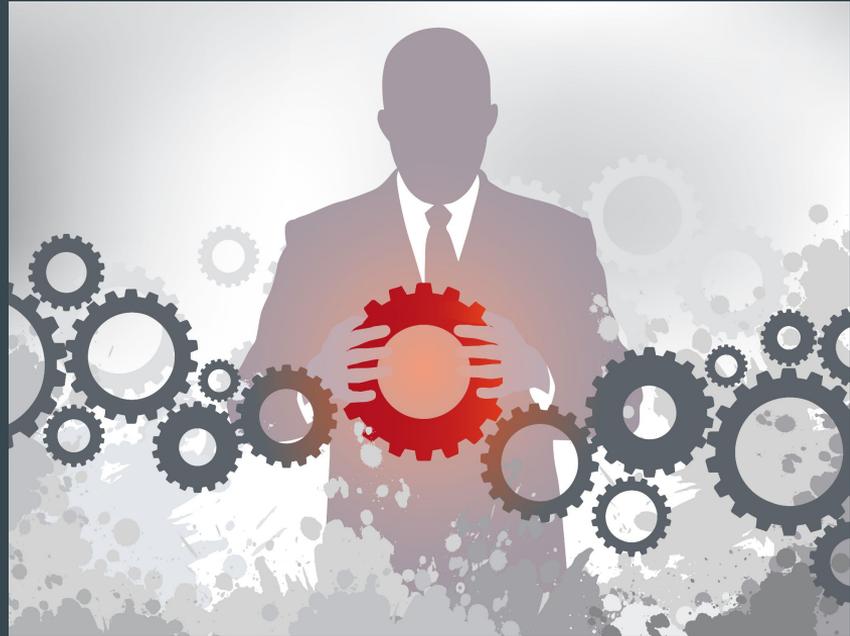
Customer Service & Current Technology Trends

- Staff are not readily available to assist guests
- We have a bulky cash register
- Outdated card readers
- Room entry has card inserts for access.
- No valet parking

Future Trends & Technology

- Keyless guest room entry. Guest must enter code to gain access to room.
- Less equipment.
- Self check in and out kiosks.
- Valet parking and shuttle buses

Technology Usage

Create an App for needed services:

- Front desk: for any general questions
- Housekeeping: Order additional sheets and towels.
- Maintenance: Report anything that isn't working.
- Valet parking: Ask to bring vehicle to the door when ready to leave.
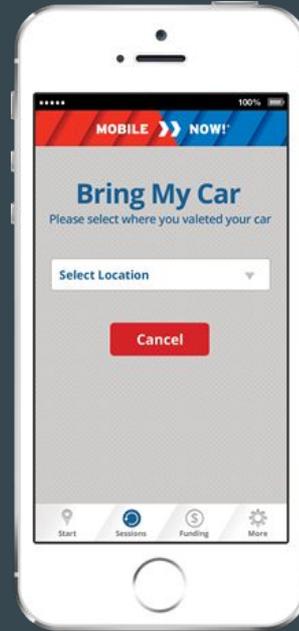
Our Current Technology

To deal with current technology as a critical factor in attracting and retaining hotel guests, you have to make updates. Provide an easier way for experience. The typical booking system is easy. Not only should checking-in should be easy, but also should ordering room service, additional bedding, or any small needed services. Not too many people want to deal with interacting for services.

Future Technology

For the hotel:

- Easier to manage inventory, bookings, reservations, and customer data.
- Quicker service response
- Less time spent

For the guest:

- Able to book online booking and reservation
- Faceless check in and check out
- No line and no hassle
- None contact

How technology enhance the experience?

Improved technology can enhance the hospitality experience by making the entire booking easier. Finding the right destination and then choosing the best hotel option with the amenities that fits the guest needs.

Upon arrival, the guest are not rushed and can check in or out without going to the front desk. Being able to do everything on an app makes the process quicker without interaction.

References

- Photos on www.google.com