

Technology Integration in Modern Hospitality

Duration: 5 Days

Language: en

Course Code: IND15 - 133

Objective

By the end of this course, participants will be able to:

- Explain how IT supports different areas of hospitality operations.
- Integrate digital tools to improve service and streamline workflows.
- Use technology to enhance the overall guest experience.
- Apply IT systems for both front-desk and back-office functions.
- Follow best practices for choosing and managing hospitality IT systems.
- Create and apply an IT plan tailored to a hospitality setting.
- Evaluate the impact of new technologies like AI and VR on hotel operations.

Audience

This course is designed for professionals in hospitality and technology roles who aim to improve service quality and operational efficiency through IT. Ideal participants include:

- Hotel and Hospitality Managers.
- IT Managers and Coordinators.
- Guest Services Supervisors.
- Systems Administrators.
- Hospitality Technology Vendors.
- Operations Specialists.
- CRM and Data Analysts.
- Training and Development Officers.

Training Methodology

The course is structured to offer both conceptual understanding and hands-on knowledge. Participants will engage in interactive discussions, review case studies, and work on group activities focused on real-world applications. Visual demonstrations, guided simulations, and scenario-based exercises will help learners apply IT solutions in practical hospitality situations. The course emphasizes practicality, critical thinking, and adaptability to new technologies.

Summary

Technology is now a central part of every successful hospitality operation. From the front desk to behind-the-scenes management, digital systems are used to improve how hotels, resorts, and service providers operate. This course explores how IT tools—like property management systems (PMS), CRM platforms, in-room automation, mobile apps, and smart devices—can improve daily tasks and raise guest satisfaction.

Participants will learn how to select the right systems, integrate them effectively, and maintain them over time. The course also introduces newer technologies such as artificial intelligence (AI), machine learning, and virtual reality, showing how these innovations are changing guest experiences and business operations. By the end of the course, participants will understand how to use IT solutions to solve challenges, improve service quality, and support long-term efficiency.

Course Content & Outline

Section 1: Introduction to Hospitality and Technology

- Brief overview of different segments in the hospitality industry.
- Defining hospitality operations and their key functions.
- Challenges faced by hotels and service providers today.
- What is information technology (IT) and how it applies to hospitality.
- The evolution of IT in hotel operations.
- Benefits of digital transformation in guest services.
- Group activity: Identify current IT challenges in hospitality settings.

Section 2: Enhancing Guest Experience Through Technology

- Defining and measuring guest experience.
- Introduction to in-room smart controls and automation.
- Keyless room access and digital check-in technologies.
- Using mobile apps for reservations and communication.
- Role of CRM systems in managing guest relationships.
- Tools for collecting feedback and managing online reviews.

Section 3: Front Desk IT Applications

- Exploring core front-desk technologies.
- Introduction to Property Management Systems (PMS).
- Integrating PMS with POS systems, energy controls, phone billing, and key cards.
- Understanding reservation systems and how they connect to PMS.
- Evaluating PMS outcomes through case study analysis.
- Identifying how front-desk IT improves workflow and reduces errors.

Section 4: Technology in Back-Office Operations

- Overview of support systems in hospitality operations.
- Housekeeping and room management technologies.
- Maintenance and engineering system tools.
- Technology used in food & beverage management.
- Labor scheduling and payroll software.
- Tools for budgeting, reporting, and analytics.
- Ensuring cybersecurity in hospitality IT systems.
- Safety protocols and best practices for secure system use.

Section 5: Choosing and Managing IT Systems

- How to evaluate and select the right IT systems for a hotel.
- Key criteria for choosing vendors and service providers.
- The importance of regular maintenance and updates.
- Role of cloud systems and internet-based platforms in hospitality.
- Building a basic IT strategy for hotel operations.
- Final reflections and course feedback.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Entertainment, Hospitality & Sports, Management & Leadership, Technology

Tags

Modern Hospitality, Technology in Hospitality

Related Articles



What Is Hospitality Technology and Why Is It Important?

Embrace the digital transformation in hospitality! From contactless tech to AI chatbots, explore how technology enhances guest experiences and streamlines operations, ensuring a competitive edge.