

(Key) Take a Byte: Technology in the Hospitality Industry

Directions: Fill-in-the-blank with the correct word from the word bank to complete 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 **eases** the process of the **stay**.
2. Technology can **customize** experience for guests.
3. Making online reservations can also ease the **check-in** process, additionally it can allow guests to check in using their **smart phone**.
4. In some hotels a smartphone can be the guests' **room key**.
5. **Facial recognition** 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 **flat screen TV** rather than the older style.
7. Business traveler's stressed the importance of good **Wi-Fi** access throughout the hotel property.
8. On some properties, **tablets** are used in the guests' room to control various things such as, temperature, lighting and even window shades.
9. **Hotel websites** allows the guest to view the property and it's amenities without physically visiting the hotel.
10. Hotel's connections with online **travel agencies** provides opportunity to increase bookings.
11. Social media leads to **transparency** of hotel operation and provide accountability.
12. Through social media, guests may provide **input** and **rate** their hotel stay and experience.

Name _____ Period _____ Date _____

13. Some social media can provide **instant** feedback.
14. **Travel blogs** may provide a more in depth review of the property and its' amenities.