

Chapter 5 Outline

System Interface Issues
Central Reservation Systems
Point-of-Sale Systems
Call Accounting Systems
 Features of Call Accounting Systems
 CAS/PMS Interfacing
Electronic Locking Systems
 Hard-Wired Locks
 Micro-Fitted Locks
 ELS Features
 ELS Reports
Energy Management Systems
Auxiliary Guest Services
Guest-Operated Devices
 Self-Check-In/Self-Check-Out Systems
 In-Room Entertainment Systems
 In-Room Vending Systems
 Guest Information Services

Competencies

1. Identify ways in which managers can minimize the risks associated with interfacing various stand-alone systems with a hotel property management system. (pp. 97–99)
2. Identify issues that managers should assess when interfacing a central reservation system with a hotel property management system. (pp. 99–100)
3. Identify issues that managers should assess when interfacing a point-of-sale system with a hotel property management system. (pp. 100–102)
4. Describe the features and functions of a telephone call accounting system. (pp. 102–107)
5. Distinguish between hard-wired and micro-fitted electronic locking systems and identify electronic locking system features and reports. (pp. 107–110)
6. Identify the features and functions of an energy management system. (pp. 110–111)
7. Identify automated services that hotels provide for guests and describe guest-operated devices that may interface with a hotel property management system. (pp. 111–116)