Name_____ Period_____ Date_____

Anticipation Guide –
Take a Byte: Technology in the Hospitality Industry

Prior to the start of this lesson, place a check mark by each statement you THINK is true. At the conclusion of the lesson reread each statement and place a check mark by each statement you KNOW is true. Provide information that PROVES other statements are not true. You may use the back of this sheet if additional space is needed.

Knowledge before the lesson	Statements	Knowledge after lesson
	1. Technology can ease the process of the stay and customizes the experience for guests at a hotel.	
	2. Technology allows continuous communication and streamlines the guest experience, from reservation to checkout.	
	3. Besides furniture, guest amenities and personnel, hotel owners have to make a substantial investment in a hotel personal management series (PMS) to manage the hotel operation.	
	4. Cloud computing is more cost effective. Smaller hotels are able to pay as they need the services.	
	5. Using a kiosk at a hotel is very inconvenient and slows down the checking in process.	
	6. Positive feedback reinforces a hotel's exceptional service and negative feedback alerts them to issues and areas they can improve.	
	7. Some hotels provide a tablet in each room that control various functions. The tablet also allows guests to make restaurant reservations, access hotel services and tourist attractions.	
	8. Due to the decline in online reservations, larger hotels see the benefit of connecting with online travel agencies to increase their booking rates.	.