Name _____Period _____Date _____

Take a Byte: Technology in the Hospitality Industry

Directions: Fill-in-the-blank with the correct word(s) from the word bank to complete the 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	

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1. Technology _____ the process of the _____.

2. Technology can _____ experience for guests.

3. Making online reservations can also ease the _____ process, additionally

    can allow guests to check in using their _____.

4. In some hotels a smartphone can be the guests' _____.

5. _____ 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 _____ rather than the older

    style.

7. Business traveler's stressed the importance of good _____ access

    throughout the hotel property.

8. On some properties, _____ are used in the guests' room to

    control various things such as, temperature, lighting and even window shades.

Name _____Period _____Date _____

9. _____ allows the guest to view the property and it's amenities

without physically visiting the hotel.

10. Hotel's connections with online _____ provides opportunity to increase

bookings.

11. Social media leads to _____ of hotel operation and provides

accountability.

12. Through social media, guests may provide _____ and

_____ their hotel stay and experience.

13. Some social media can provide _____ feedback.

14. _____ may provide a more in depth review of the property

and its' amenities.