**СЕКЦІЯ: КОМП'ЮТЕРНО-ІНФОРМАЦІЙНІ ТЕХНОЛОГІЇ ТА СИСТЕМИ ЗВ'ЯЗКУ**

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**INFORMATION SYSTEM OPTIMIZATION IN HOTEL MANAGEMENT**

**Августіне Нвабу Езеуде**
**ОПТИМІЗАЦІЯ ІНФОРМАЦІЙНОЇ СИСТЕМИ ДЛЯ УПРАВЛІННЯ ГОТЕЛЕМ**

The size and complexity of a hotel management organizational structure varies significantly depending on the size, features, and function of the hotel or resort. A small hotel operation normally may consist of a small core management team consisting of a Hotel Manager and a few key department supervisors who directly handle day-to-day operations. On the other hand, a large full-service hotel or resort complex often operates more similarly to a large corporation with an executive board headed by the General Manager and consisting of key directors serving as heads of individual hotel departments. Each department at the large hotel or resort complex may normally consist of subordinate line-level managers and supervisors who handle day-to-day operations. Depending on the size of the hotel, a typical hotel manager's day may include assisting with operational duties, managing employee performance, handling dissatisfied guests, managing work schedules, purchasing supplies, interviewing potential job candidates, conducting physical walks and inspections of the hotel facilities and public areas, and additional duties. In hotels a property management system, also known as a PMS, is a comprehensive software application used to cover objectives like coordinating the operational functions of front office, sales and planning, reporting etc. [1].

The system automates hotel operations like guest bookings, guest details, online reservations, posting of charges, point of sale, telephone, accounts receivable, sales and marketing, events, food and beverage costing, materials management, HR and payroll, maintenance management, quality management and other amenities.

Hotel property management systems may have integrated or interface with third-party solutions like central reservation systems and revenue or yield management systems, online booking engine, back office, point of sale, door-locking, housekeeping optimization, pay-TV, energy management, payment card authorization and channel management systems.

With the advancement of cloud computing property management systems for hotels expand their functionality towards new service areas like guest-facing features. These new functionalities are mainly used by guests on their own mobile devices or such provided by the hotel in lobbies and/or rooms. A good PMS should give accurate and timely information on the basic key performance indicators of a hotel business such as average daily rate, RevPAR or occupancy rate and help the food and beverage management control the stocks in the store room and help deciding what to buy, how much and how often.

**References**

1. Main Ideas of hospitality or hotel business, 2015. [Online]. Available: https://www.capterra.com/hospitality-property-management-software/. Accessed on: 08 November 2017.