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Presently in the hotels reception, storage and retrieval of information takes place with the help of automated control systems. There is no problem to recall from the computer's memory a list of guests arriving on a particular day, information about room reservations, regular customers, guest accounts, etc. An automated management system consists of a set of computer programs that can be used to collect and use information relevant to the operation of management and support offices.

The four programs in this set are particularly important because they provide administrators with the necessary information in the following areas:

- manage the reservation service;
- managing guest service;
- management of calculations with the guests;
- General hotel management issues.

Despite the large number of complex hotel automation systems, the basic principles of building such systems are quite similar. All systems are integrated software packages that automate the activities of the main hotel services: room management, administrative, commercial, engineering, and catering services. The programs themselves are built on a functional principle. Thus, the automation program management service capacity (Front office) allows you to manage inventory, reservations, registration of guests, maintain guest accounts and automatic calculation of the cost of living and services. The program, designed to automate the provision of services and payments to customers in restaurants, bars and other catering departments, solves the following tasks: maintaining the program of catering guests and managing the loading of halls, viewing the availability of products in stock and in production, etc.

Advantages of "HRS" software products»:

1. widespread;
2. consist of interconnected software modules, each of which is easy to learn and use;
3. it is possible to configure the configuration according to the requirements and features;
4. have built-in "tools" for conducting a commercial strategy to maximize revenue;

5. have the ability to combine (interfaces) with other systems and with other products;
6. have a wide range of technical solutions based on modern technologies for building information systems: client-server, file-server, Oracle, Windows, DOS, Novell, Internet;
7. provide efficient and comprehensive management of a hotel or restaurant of any level and size on a tu