

Hotel Technology
next generation





Hotel Technology Next Generation (HTNG) is a nonprofit organization with global scope, formed in 2002 to facilitate the development of next-generation, customer-centric technologies to better meet the needs of the global hotel community.

Membership in HTNG provides organizations and individuals with opportunities to set industry direction and to participate in emerging industry solution-sets.

Membership provides these privileges:

- Online access to documents, specifications and discussions from in-process workgroups. (Workgroup materials are published to the general public only on completion of the charter, typically 12-18 months from formation.)
- Opportunities to participate in new workgroups as they are formed.
- Rights to propose new workgroups to the HTNG Board and Members.
- Involvement in the evolution of HTNG as a forum for industry solutions.

HTNG's by-laws define three classes of membership:

- Individual membership for hotel/hospitality company employees or consultants to hotel/hospitality companies. Membership dues are \$195/yr for these individuals.
- Company memberships for vendors providing technology and/or technology-related services to hospitality. Membership dues are \$1500/yr for the entire company.
- Individual memberships for those in academic and media positions relating to hospitality. Membership dues are \$50/yr per individual.

Membership applications can be submitted at
<http://www.htng.org/JoinHTNG.htm>

Companies and individuals joining HTNG by June 30th, 2004, will be designated as Charter Members.



Sprint is a global integrated communications provider focused on solving Hospitality customers' issues with "holistic" solutions. Sprint continues to look for more effective and efficient use of its portfolio of assets, partnerships/ alliances, employees, brand, networks and systems in order to align Sprint's goals with our customer's needs. With approximately 65,000 employees worldwide and over \$26 billion in annual revenues in 2003, Sprint is widely recognized for developing, engineering and deploying state-of-the-art network technologies. For more information, visit www.sprint.com

Booth # 1036



SRD's identity recognition solutions go beyond the traditional 360 degree view, better revealing who is who, and capturing the non-obvious of who knows who while protecting privacy through anonymous identity resolution. SRD's id360+ platform includes:

ERIK - "Who is who?"

NORA - "Who knows who?"

ANNA - "Who knows who anonymously?"

SRD software solutions support real-time, high performance processing with massive scalability. Identity profiles, based on multiple data sources, are perpetually updated creating an identity repository for query.

Financial services, insurance, healthcare, government agencies, gaming, and hospitality use SRD solutions as the critical first step to prevent internal and external fraud, comply with government regulations, and extend customer data integration efforts.





SkyTECH Solutions specialize in providing system integration and software development services for the global hospitality and travel and transportation industries. With extensive experience in advanced middleware and integration technologies, interface creation, and OTA compliant messaging, SkyTECH designs and implements comprehensive approaches for tying together disparate systems into integrated solutions. It also offers a complete range of IT consulting and customized software development and maintenance services to its clients.

Booth # 1724



Springer-Miller Systems Inc. is a leading provider of hospitality management solutions that meets the technology needs of all types of hospitality enterprises including city-center hotels, destination spa and golf properties, timeshare properties and casino resorts worldwide, setting the pace as a pioneer in the hospitality industry. The ^{SMS}Host product suite, including more than 20 seamlessly integrated, guest-centric application modules, provides hotel/resort staff with the tools they need to personalize service, exceed guest expectations, and increase revenue. For more information on Springer-Miller Systems, visit our website. www.springermiller.com

Booth # 1401



In order for your property to operate seamlessly, every piece of your information technology puzzle has to be in just the right position to connect with all of the other pieces around it. Whether you are an individual property, or a large corporate enterprise, assuring that all your systems can work together is essential to profitable, customer-centric business operations.

One of the enduring enigmas of the hotel industry has been the sharing of guest information between systems. In an effort to find a solution, leading hoteliers established "**Hotel Technology-Next Generation**," an organization dedicated to bringing technology/business issues to the forefront, promoting the development of solution sets comprised of products from multiple vendors, and facilitating the emergence of defacto standards.

As a demonstration of their commitment to this effort, key technology vendors embraced HTNG's principles, and have participated in the first workgroup focusing on **interoperability**. Perhaps most astonishing about this effort is the **unprecedented cooperation between competitive vendors** from property management and point-of-sale, to sales and catering and in-room systems. These vendors have agreed upon a method of communicating information that provides hotels with easily managed, continually evolving, cost-effective solutions to meet their complete technology needs on a global basis.



Monday, June 21 – 4:00 pm
General Presentation & Panel Discussion
 D170-172, Level One, Dallas Convention Center

Tuesday, June 22 – 7:00 am
HTNG Member Breakfast Meeting (Members only)
 Hyatt Regency Dallas

Tuesday, June 22 – 9:30 am
**HTNG Press Conference: "Connecting Hospitality:
 How Technology Vendors are Working Together
 to Change the Industry."**
 Press Room, Dallas Convention Center

Tuesday, June 22 – 4:00 pm
HTNG: Connecting the Hospitality Industry
 Informal Reception hosted by Sprint, Booth #1036

Thursday, June 24 – 8:00 am
OTA and HTNG Presentation
 HITEC Concurrent Session, Dallas Convention Center

Tuesday - Wednesday - Thursday – June 22-24 – 1:30 pm
HTNG Informal Presentations
 Microsoft Corporation Theater, Booth #708



Percipia Networks is a privately held global communications software company. With hundreds of hotel customers in the United States and elsewhere, Percipia has been instrumental in the opening of the hotel market to IP telephony. In addition to IP communications software, Percipia sells and installs voice mail and call accounting systems in both traditional and IP telephony environments.

For more information, contact:
 Chris Farrar, President
 614-751-2012,
 cfarrar@percipia.com

Booth # 1036



POST Integrations is the hospitality industry's premier provider of credit card processing services. POST has developed the most comprehensive back office credit card processing system, exclusively for the hospitality and gaming industries. POST also provides customized gift card and pre-paid solutions that fit the specific needs of the hotel industry.

For more information contact:
 Stephen Doherty,
 Senior Client Relations Manager,
 1-866-377-2649, sdoherty@postint.com
 Tina Tasaka, Gaming & Hospitality,
 1-866-585-4466, ttasaka@postint.com





OpenCourse Solutions specializes in the complex business needs of large, multi-course golf properties and resorts, with products and services that automate golf and activities scheduling along with a full range of customer accounts and services. Gift/loyalty cards, event master accounts, e-mail marketing, and CRM applications are all included in the OpenCourse product suite. OpenCourse systems remove the barriers between business applications, with customer activities and accounts seamlessly linked to POS, property management, and financial systems. All data is centralized, with real-time management reporting available through a web-based Balanced Scorecard.



Paradyne's broadband access equipment enables IP voice, IP video and data services to be cost effectively delivered to all guest areas in the hotel. Services are delivered via access methods including wireless and DSL using Paradyne's BitStorm family of products.

Booth # 1449

PARADYNE



Q. What's an HTNG workgroup, and how does it work?

A. A workgroup is a small group of customers and vendors who work together to solve a specific business problem. Each company gets one vote. Workgroups can last from six to eighteen months, but those that are longer-lived have intermediate deliverables.

Q. If I'm a vendor or customer, why join a workgroup?

A. Joining a workgroup gives you the opportunity to define the problem and the solution. If you're a vendor, the time-to-market can be substantially reduced. If you're a customer, the resulting product can be better tuned to your needs.

Q. Do I need to join a workgroup to benefit from membership in HTNG?

A. No. All HTNG members have access to working papers posted by the workgroups, can write to the specifications before they are published, and can participate in HTNG-organized demonstrations. Some of the vendors participating in the HITEC 2004 HTNG demos were not members of the workgroup, but implemented its specification.

Q. How are workgroups started?

A. Any HTNG member can propose a workgroup. Some workgroup charters arise as spin-offs of other workgroups, while others are sponsored by a customer or vendor (or group of them) who wants to drive a solution. The HTNG Board approves the workgroup and provides an official charter after negotiating with the sponsors.

Q. Does a workgroup set standards?

A. No, workgroups are chartered to create solutions, not standards. Vendor workgroup members implement those solutions, and customer workgroup members buy them. De facto standards can emerge if the workgroup has critical mass and agrees on a single approach. Workgroups will create specifications, against which products can be certified—but HTNG believes that standards have little value unless major vendors adopt them, so standards are not HTNG's focus.

Q. Can other software vendors implement the same solutions even if they aren't participants in a workgroup?

A. Absolutely. The working documents of workgroups are published on a secure Web site that is available to all HTNG members. Workgroup size is limited only to keep it manageable, not to make it exclusive.



HTNG Board Members

Gebhard Rainer

Vice President, Hotel Finance & Technology,
Hyatt International

Mark Hedley

Senior Vice President and Chief Technology
Officer, Wyndham International

Nick Price

Director of Technology,
Mandarin Oriental Hotel Group

Glenn Bonner

Chief Information Officer,
MGM Mirage

Michael Hwu

Vice President, Information Systems,
Four Seasons

Jane Durment

Chief Information Officer,
The Marcus Corporation

Shannon Knox

Vice President Information Systems,
Destination Hotels & Resorts

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Dr. Daniel Connolly

Assistant Professor, School of Hotel,
Restaurant, and Tourism Management,
University of Denver

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Managing Consultant,
Plexus Partnership

Executive Director

Matthew Dunn

President,
Socratech, Inc.



Newmarket International, “the makers of Delphi,” is the leader in delivering groups, sales, catering and banquet software solutions to global travel and entertainment organizations. Hotels, Casinos, Visitor Bureaus, Meeting Houses, Convention Centers and Arenas all use this powerful technology. Newmarket International provides competitive advantages to all of its customers by enabling leads to electronically transfer across cities and around the world. By harnessing award-winning technology and support, the industry’s best return on investment, domain expertise, and a commitment to the travel industry, Portsmouth, N.H.-based Newmarket enables customers to increase efficiencies and maximize profits. For more information, please visit www.newmarketinc.com.

Booth #1502



NFS Hospitality Corporation is an international provider of hospitality software. Our clients include many international hotels, conference venues and restaurant groups.

NFS have been providing integrated hospitality solutions for over 10 years including 24/7 Help Desk Service. NFS is also a Microsoft Certified Solutions Provider and an IBM Business Partner.

Our clients in the US include organizations such as Holiday Inn Hotels, the University of Florida, Meadowlands Racetrack and Clifford Chance the law firm.

Booth #1635





Microsoft® enables a new age of integration and collaboration between the consumer and the operator. Microsoft hospitality solutions close the loop between the hotelier's strategy, property execution, and the technology already in the consumers hands. Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and Internet technologies for personal and business computing. The company offers a wide range of products and services designed to empower people through great software — any time, any place and on any device. For more information please visit

www.microsoft.com/smartretail

Booth #708

MICROS Systems, Inc. provides enterprise applications for the hospitality and retail industries worldwide. Over 150,000 MICROS systems are currently installed in table and quick service restaurants, hotels, motels, casinos, leisure and entertainment, and retail operations in more than 130 countries, and on all seven continents. In addition, MICROS provides property management systems, central reservation and customer information solutions under the brand MICROS-Fidelio for more than 15,000 hotels worldwide, as well as point-of-sale and loss prevention products through its subsidiary Datavantage for more than 50,000 specialty retail stores worldwide. For more information on MICROS and its advanced information technology solutions for the hospitality industry visit www.micros.com or send an email to info@micros.com.

Booth #1102



The only way to discover the limits of the possible is to go beyond them into the impossible.

-Arthur C. Clarke

Interoperability solves your most complex technology puzzles. Open-system interfacing can dramatically change the way your property provides customer service to each and every guest, by sharing data at a level that was never before possible.

After months of discussion and development, we are proud to introduce the initial results of the first **HTNG Workgroup**.

On the following pages are three different demonstration scenarios, outlining examples of multi-system interoperability that can be seen at **HITEC 2004**. Choose a scenario that is similar to the way your hotel/resort does business, or involves systems currently used in disparate ways, and let us take you on a storybook tour of a hypothetical guest experience at your property exploiting the advantages of interoperating systems. Choose from the vacationing family, the VIP business traveler, or the group meeting planner. Follow the characters through their stay, and observe how sharing guest data enhances every area of your business and every area of the guest experience.

Live (not simulated) demonstrations can be seen at the vendor booths.



Limonge Family Vacation

Father: **Jacques Limonge, 45**
 Mother: **Elana Limonge, 40**
 Daughter: **Sarah Limonge, 10**
 Son: **Henny Limonge, 8**

Home: **Paris, France**

The Limonge Family has arrived in the US for their annual summer holiday at their favorite destination spa resort. Both Jacques and Elana are looking forward to the rest and relaxation of spa treatments, while the children are far more interested in tennis lessons and swimming. Follow along as the family experiences the seamless customer service that they have grown to expect from your hotel.



InfoGenesis is the very moment when your operations begin to be quantifiable. When you begin to make decisions based on real-time data. When you realize all your hospitality and foodservice components work as one, and when you stop worrying about how you're going to be successful, and just start doing it.

InfoGenesis delivers the complete technology solutions you need to realize your business potential. Revelation point-of-sale system and Rendezvous enterprise reservation system give you a stable, scalable, and complete technology solution. Visit infogenesis.com for more information on InfoGenesis solutions.

Booth #1216



Maxim Revenue Management Solutions is a pioneer in computerized revenue management. The patented Marginal Value Engine (MVE™) of the Maxim Revenue Management System forecasts and maximizes net profit for every future reservation and guest stay. Maxim® is the only hotel revenue management system with patented technology – the same MVE™ technology that powers revenue management for the major airlines, rental car companies, and travel companies worldwide.

We are committed to 'pushing the envelope' and bringing innovative, cutting-edge products to market.

Sales@maximrms.com
www.maximrms.com

Booth #836





IDEaS Revenue Optimization

provides consulting and revenue optimization solutions that deliver measurable revenue increases to global organizations. With our newest version, IDEaS streamlines operations, provides advanced revenue management expertise for hotels, helps control the various distribution channels and assists in achieving higher revenue. This 5th generation hospitality product is deployed via an ASP model and is designed to optimize revenue for any hotel property, regardless of size, market or resources. Visit us at our HITEC booth or at our web site www.ideas.com.

Booth #1113



The IDT Group serves the marketing and guest relationship management (CRM) needs of the hospitality industry through high-value, customized, data-driven, common sense solutions. IDT currently provides the following solutions to more than 160 individual hotel and resort properties:

- Database design, architecture, updating, maintenance and management
- Cleansing, enriching, consolidating guest data from diverse operating systems
- Design, management of web-based reporting and CRM applications
- Data mining, database analysis, modeling and predictive scoring
- Campaign management and tracking
- Demographic and lifestyle data enrichment
- Marketing and CRM consulting

Harry Rivkin, President
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Elana Limonge calls the property to make a reservation. Because the family members are repeat guests at the property, their profiles and preferences are on record within the PMS.

A few weeks later, the family checks in at the property and is delighted to be recognized by name when they arrive.

As a result of the check-in, the guest room telephone is turned on and welcomes the family by name, in French. In addition, the guest room television is turned on and welcomes the family.

Once settled into their room, Jacques calls to order room service. The guest profile within the PMS indicates that Sarah has a peanut allergy, and that Jacques enjoys classic French Bordeaux wines. The room service phone rings, and the Limonge name and profile information appears on the phone display of the room service clerk, allowing him to personalize the call and upsell the wine.

Upon check out, Elana questions the charges for the package components for her spa treatments. The front desk staff is able to drill down into the invoice detail, print it, and provide it to Elana for review.





Business Traveler

Name: **Bill Barney, 42**
Home: **Chicago, Illinois**

Bill Barney is CEO on one of America's largest corporations. His company does a significant amount of business with one of New York's downtown hotels. His company has negotiated a rate that includes free high-speed internet and 30% off in-room entertainment charges. Bill's reservation has been previously made by his assistant.



Based in Calgary, Alberta, **Guest-Tek** is a world-class provider of technology solutions for the hospitality industry. Guest-Tek's GlobalSuite™ high-speed Internet solution enables hotels to offer their guests the convenience of wired and/or wireless broadband Internet access from guest rooms, meeting rooms and public areas. As a certified supplier with more major hotel chains than any competitor, Guest-Tek has installed its solution in more than 600 properties worldwide, including over 35 hotel brands and 40 independent boutique hotels.

Booth # 744



IBM, the world's largest information technology company, has been helping businesses to innovate for 80 years. IBM's Travel and Transportation Industry group provides a full range of industry-specific e-business offerings including self service technologies, systems integration, on demand computing, and transaction processing capabilities – as well as hardware and software solutions. Additionally IBM's Business Consulting Services unit provides travel and transportation clients with business process and industry expertise, which translates into integrated, adaptive, on demand business solutions that deliver bottom-line business value. IBM's Travel and Transportation customers include airlines, global distribution systems, freight and logistics companies, railroads, hotels, cruiselines, tour operators and travel agents around the world. For more information visit www.ibm.com/industries/travel.

Booth # 1602





Eatec Corporation is a leading provider of enterprise back-office software and services for the foodservice and hospitality industries. EatecNetX, Eatec's proven software solution, is centralized, scalable, web-centric and user-friendly. EatecNetX helps companies reduce costs and improve operational efficiencies, resulting in a quick return on investment. Robust features include purchasing, receiving, inventory management, requisitions, transfers, forecasting, recipes, menu engineering and production management. Visit www.eatec.com

Booth #815

Eatec

General Dynamics Interactive's (GDI) Intrigue® Multimedia System product is a digital, interactive entertainment and information system for the hospitality marketplace that delivers digital videos-on-demand with DVD functionality (pause, FF, REW) and high-speed Internet access through guest televisions and laptop computers. Intrigue also offers WiFi connectivity, digital art, interactive TV guide, eCommerce, video games, and other interactive services. GDI's newest product, Intrigue HD, is a high-definition video-on-demand solution for luxury hotels.

For more information, go to www.intrigueonline.com

Booth #1235

GENERAL DYNAMICS
Interactive



When Bill arrives on property, he asks about the room layout to ensure that he has been placed in a spacious suite, with a dining room table for meeting with clients. The front desk clerk informs him that he should be moved to a different room. The hotel had placed a VIP amenity in the original room assignment, and a priority alert is generated by the PMS to a third-party rapid dispatch system to move the amenity. Both the guest room telephone and television are turned on and welcome Bill by name.

When he arrives in his room, Bill calls the restaurant to make a reservation. The restaurant reservationist answers his phone, which is displaying the Bill's VIP status, comments from the GM regarding how to treat the him, and his Food and Beverage preferences.

The profile indicates that he often hosts working dinners with clients and prefers a table with bright lighting. Later in the evening, Bill walks into the restaurant with his clients. The waitperson opens a check in the POS system, and is presented with a complete F&B profile for Bill, which includes a comment that he entertains clients frequently and will likely want the sommelier to consult with his client on the specific wine, but notes that he should focus on wines in the \$50-\$100 range.

At the end of his stay, Bill checks out using the television in his room. He doesn't remember the specifics on the restaurant charge so he selects it and drills down, thus being able to view the check detail from the POS system.





Group Meeting / Director of Sales

Guest Name: **Brent Barrington, 34**

Director of Sales: **Megan Meehan, 46**

Hometown: **Laguna Beach, California**

Brent Barrington has been tasked with organizing a small meeting for his company with one of the local hotels in Laguna Beach. He starts by making a room reservation for himself, and then calls back to say that the group has decided they will all meet and stay at the hotel. He talks to Megan in the Sales Department, and books a block of sleeping rooms and a conference room for the day. As a result, Megan creates the group in the Sales and Catering system. The interface creates a master group record in the PMS system and links it back to the block in the S&C System.



The **Clairvoyix** CHS solution for the hospitality industry is an easy-to-use, marketing automation system that has enabled our clients to reduce their direct marketing costs while increasing revenue per guest. The solution provides the capabilities to create personalized, one-to-one marketing offers targeted at specific guest segments, to analyze historical visit and spending patterns of past guests, and to track the effectiveness of marketing campaigns over time. The Clairvoyix Hospitality Solution will increase profit per room, as well as raise a property's occupancy rate.

CHS is a single-source solution designed specifically for marketers in the hospitality industry that dramatically reduces the implementation timeframe normally required of similar marketing automation solutions.

Booth # 1050



Founded in 1994, **Daylight Software** is the only global, customer-centric software company that's dedicated to providing Advanced Sales and Catering™ solutions for the gaming and hospitality industry. Daylight's CRM-enhanced solutions are flexible and configurable to meet the most complex and challenging needs for optimizing revenue generation of single- or multi-property organizations, including casinos, hotels, resorts, restaurants, and conference centers.

To contact the sales department directly, call (603) 766-6800 or email sales@daylightsoftware.com.

For more information visit

www.daylightsoftware.com.

Booth # 436

Advanced Sales and Catering™

DAYLIGHT



Over the last 28 years, 5,000 customers have gained control over their foodservice business using **CBORD** tools. CBORD offers systems for planning, purchasing, production, inventory, nutritional analysis and catering. Systems are integrated but available in modules. Tools can be deployed on a desktop or local area network or be web-based. We offer enterprise-wide management and reporting solutions.

Booth # 1525



Cendant's Travel Distribution

Services Division is comprised of some of the industry's leading travel technology companies including WizCom, Trust International and the Neat Group, as well as both travel agent and online distribution companies including Galileo, THOR, Lodging.com and CheapTickets.com. As a result, Cendant offers a broad range of products and solutions to the hospitality industry that work together to improve operational efficiencies, reduce costs and maximize sales through the complex network of distribution systems.

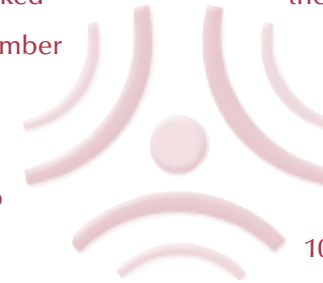
Booth # 850



Two days before check in, Brent calls to adjust the block size, and the change flows through from the S&C to the PMS. He mentions that they already booked their rooms, so a hotel staff member goes into the PMS, retrieves the reservation and attaches it to the group. The group pickup of one room is sent to the S&C system.

On arrival day, Brent checks into the hotel. Several of his colleagues have already arrived. His phone initializes and offers speed dialing for the group delegates. In addition, his television initializes and allows him to see which of the group delegates are

already in house. Brent calls the front desk with a question, and the phone display identifies him and his group affiliation to the staff member on the other end. Brent decides that he should order in lunch for the meeting tomorrow, and logs into a website using his PC. He orders lunch for 10, and is immediately sent a confirmation that the Catering Manager has received the order. Upon checkout, Brent questions the cost of the lunches. The front desk clerk is able to zoom into the invoice from the Catering department to see exactly what was paid per person for the lunch.



Guide to HITEC Demonstrations

Connecting Hospitality Key:

- ★ Implemented, and available for viewing LIVE at HITEC 2004
- ✓ Demonstration with third-party product(s) available at vendor's booth
- Under development, ask vendor for delivery timetable

	Clairvoyix 1050	Daylight Software, Inc. 436	Eatec Corporation 815	General Dynamics Interactive 1235	IDEaS Revenue Optimization 1113	The IDT Group	InfoGenesis 1216	Maxim Revenue Mgt 836	MICROS 1102	Microsoft Corporation 708	Newmarket International 1502	NFS Hospitality 1635	Percipia Networks (Sprint 1036)	Springer-Miller Systems 1401	Sprint 1036
Sales & Catering															
Group block creation & sync (S&C → any system)		★			○			○	○	✓	★	○		★	
Group block change (PMS → any system)		★			○			○	○	✓	★	○		★	
Live pickup information request (S&C → PMS)		★						○	○	✓	★	○		★	
Retrieve current group delegate reservations list (S&C → PMS)		★						○	○	✓	★	○		★	
Guest orders breakfast meeting menu from web page (Catering → PMS)			★							✓				★	
Post check-out spending detail update for group (PMS → any system)		★			○	○			○	✓	★	○		★	
Future Reservations															
Notification of new/changed reservations (PMS → any system)				★	○	○		○	★	✓			★	★	✓
Reservation lookup (any system → PMS)	○		★	★	○	○			★	✓			★	★	✓
Check-In and Check-Out															
Notification of guest check-in, with profile (PMS → any system)				★	○	○			★	✓			★	★	✓
Notification of guest room move (PMS → any system)				★	○	○			★	✓			★	★	✓
Notification of guest check-out (PMS → any system)				★	○	○		○	★	✓	★		★	★	✓
Guest information lookup (any system → PMS)	○		★	★		○	★		★	✓			★	★	✓
Guest folio review on TV, kiosk, etc. (any system → PMS)	○			★					★	✓			★	★	
Obtain details for room charge (PMS → any system)			★				★		★	✓				★	
Point of Sale															
Look up guest's folio on opening check (POS → PMS)							★		★	✓				★	
Retrieve outlet-applicable guest preferences (POS → PMS)							★		★	✓				★	
Post room charge to guest folio (any system → PMS)							★		★	✓				★	
Post item details to guest folio as part of room charge (any system → PMS)				○			★		★	✓				★	
Post check to city ledger account (POS → PMS)							★		★	✓				★	
Guest Services															
Personalize telephone display from guest profile (PMS → telephone system)									○				★	✓	
Personalize in-room entertainment system from guest profile (PMS → IRES)				★					○					✓	
Display guest F&B profile at room-service order station (PMS → tel. sys.)									○				★	✓	
Display guest spa profile at spa reservation phone (PMS → tel. sys.)									○				★	✓	
Display guest recreation preferences at recreation desk phone (PMS → tel. sys.)									○				★	✓	
Hotel Operations															
Update guest room housekeeping status (any system → PMS)									○				★	★	
Notification of change in room housekeeping status									○					★	