



Things City Hotels Need to know When Choosing a

Hotel Property Management System



1) Must automate hotel operations

The system must easily automate operations for housekeeping, front desk, reporting, Point of Sale (POS) systems, and more. The critical functions should be rolled into one single system.



2) Should provide ease of access

A single dashboard that allows your team members to collaborate and manage without errors should be one of the topmost priorities. The hotel management system should be accessible from anywhere, anytime.



3) Should allow unlimited users

Any hotel's staff numbers may increase or decrease. The chosen hotel management system must allow flexibility to modify number of users for no additional cost.



4) Connect with channel managers

Hotel software that can integrate with major channel managers allow hoteliers to manage inventory in real-time, without double booking issues.



5) Capture and analyze guest details

Cloud-based hotel software which can gather and store guest information, preferences and details that help to predict and analyze customer behavior should be most-preferred. This greatly facilitates guest service excellence



6) Offer security of data, payment gateway

Select a hotel management software which includes secure card payments. One with a choice of integrated payment gateways is a must-have.



7) Strong after-sales support

The chosen cloud-based hotel software must have a strong and reliable after-sales support. A 24 X 7 service is a must for any issues faced.



8) 3rd Party integrations

The hotel software must integrate seamlessly with other applications. An own web booking engine, TripAdvisor connects, Booking Suite, Global Distribution System (GDS) connect, SnapShot, and more are a must to manage a hotel's operations and sales.



9) Detailed reports

Your hotel software must provide detailed reports and audit trails of various departments (e.g. housekeeping, POS, accounts, etc.) Reports must give a deeper insight on the revenue generation.



10) Multiple features

A PMS must include unlimited POS (for no extra charge), offer multi-language support, a currency converter, and should be available as a pay-as-you-go service.

