Section IV
Question 22

2015 HSC Hospitality:
Kitchen Operations and Cookery

Band 5/6
Sample 2

Start here.

Plan

Technologies: - self-check in

- smart phone - key.
- tap & go creadit card.
- p.o.s system - i cloud based.

Current and emerging technologies are effecting the ~~bos~~ operational duties and service delivery in a positive way although some are hindering the quality of service given in ~~hdel~~ hotels.

firstly, a new technology has emeged in recent years where guests can check themselfes into their hotel using touch-screens provided in the foyer. This is an effective ~~key~~ piece of technology affecting the service delivery in the hospitality industry as checkins can occur quickly and easily with no fuss. A business man would enjoy this as he could quickly check into his hotel without having an unwanted conversation with the receptionist. However a couple ^or family^ may not like this kind of delivery of service as they may feel valued when being greeted by the receptionist and having the receptionist inform them of the services available to them at the hotel. terefore some people would enjoy this kind of service but others wouldn't as they wouldn't feel that they are getting ~~to~~ value for their money as they are having

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to check in themselves.

Secondly, keys to rooms in hotels are slowly being replaced be smart phones. In some hotels, an app can be downloaded on the guests smartphone which can act as a key into their rooms. This is a very effective piece of technology as are 70% of the Australian population has smart phones. This also ensures that people always have their key on them as most people always have their phones attached to them at all times. This is an effective piece of technology which has had a positive impact on the operational duties in the hospitality industry, especially in hotels.

Thirdly, the 'tap and go' ability of a credit card ensures quick and effective service when paying for products and services in the hospitality industry. It ensures that customers do not have to worry about 'fussing around' at the counter juggling many cards. This piece of techology allows for the customer to carry one card with out having to worry about pin numbers. An app called 'google wallet' can also be downloaded onto smart phones which acts as a credit card which means that customers don't even need to carry around any cards with them. There fore this piece of technology ensures quick an easy service

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for ~~both~~ both the customer and worker in the hospitality industry.

finally, many establishments ~~are to~~ now have a cloud-based point of sales system. This enables establishments to save all of their information to the cloud to minimise/eliminate the risk of all of their information getting lost. It also enables them to free up the memory on their point of sales system allowing them to provide quicker ~~servic~~ service to customers. This simple and easy to use emerging technologies has provided positive impacts to both operational duties and service delivery within the hospitality industry.

In conclusion, both current and emerging technologies have had mainly positive impacts on the hospitality industry when it comes to service delivery and operational duties.

⬅ Tick this box if you have continued this answer in another writing booklet.

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