

Tech-Enabled Hospitality

Strategies to Elevate Guest Experience and Operational Efficiency

While the hotel and short-term vacation rentals sector is growing, there is a technology divide between operators using technology strategically to run better and those that are not. Hospitality professionals need to understand their businesses' pain points to better invest in technology solutions and transform their businesses to be more profitable and more personal. **Tech-enabled Hospitality** looks at how the intersection of technology and personalized service can redefine the future of hospitality, including for large chains and small and medium-sized enterprises (SMEs) in the lodging sector. With its focus on practical applications of technology for enhancing both operational efficiency and guest experiences, this book is a valuable resource for those looking to modernize their hospitality business without losing the essence of personal touch. Through real-world examples and in-depth expert interviews from Airbnb, Hostaway and Citizen M, this book explores hospitality functions such as property management, revenue management, sustainability, IoT, access control, guest communications, payment processing, guest experience, virtual concierge and AI tools. This book will help hospitality professionals better understand the hows and whys of implementing technology to run everyday aspects of a hospitality business while still leaving room for providing a uniquely human experience that underpins true 'hospitality'.



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