



B.Com Honours

Semester III

Calicut University

DIGITAL TRANSFORMATION IN TOURISM

Course Code: COM3VN202 • Module 4 Notes

Module IV: Digitalization in Hotels & Property Management Systems

Covers core hotel operational technology, Property Management Systems (PMS), and departmental Point of Sale (POS) system integration across front office, housekeeping, and food & beverage.

Unit 15: Digitalization in Hotels – Advantages & Operational Workflows

Automating front desk check-in/out, digital registration cards, automated night audit posting, energy management systems, and centralized guest preference profiling.

Unit 16: Property Management Systems (PMS) & Interfaces

1. **Core PMS Functions:** Centralized Reservation System (CRS), Guest Check-In/Out, Room Status Tracking, Master Folio Billing, and Rate Management.
2. **System Interfaces:** Connecting PMS to Channel Managers (syncing inventory to OTAs), Electronic Door Lock systems, PBX Telephones, and Payment Terminals.

Unit 17: Point of Sale (POS) Systems Across Hotel Departments

- 1. Front Office POS:** Room rate billing, early check-in fees, and currency exchange.
- 2. Restaurant & Bar POS (F&B):** Kitchen Display Systems (KDS), digital Order Takers, and automatic Room Charge posting to guest folio.
- 3. Housekeeping & Spa POS:** Real-time room cleaning status updates (Clean/Dirty/Out of Order) via handheld tablets, laundry charges, and spa package billing.

Practical Case Framework (Hotel PMS & Departmental POS Interface Matrix): Map inter-departmental data flows between Central Hotel PMS and Departmental POS terminals.

Hotel PMS & Departmental POS Integration Matrix:

Hotel Department	Departmental POS System	Data Interfaced with Central PMS	Operational Workflow Benefit
Front Office	PMS Front Desk Terminal	Guest profile, passport scan, room allocation & credit limit	Instant check-in & automated key card programming
Food & Beverage (F&B)	Restaurant Touchscreen POS	Post dining bill directly to Guest Room Folio via Room #	Eliminates cash transactions at dining tables
Housekeeping	Mobile Staff App POS	Real-time Room Status (Vacant Clean / Occupied Dirty)	Notifies Front Desk instantly when room is ready for check-in
Spa & Wellness	Spa Scheduling POS	Therapy charges & therapist appointment scheduling	Consolidates all guest charges into single Master Invoice

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