

## Technological innovations in hotel industry

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Ukraine actually activates transition processes to innovative way of economy development. Particular attention is paid to perfection of innovative processes in the field of science and technique, material production and management as well as in the field of services.

Hotel business is going to have a new mission and new status, connected with the transition to informatisation of various technological processes implementation of information technologies, formation of services, that will satisfy not only increasing demands of tourists, but outrun their demands.

Principles of innovative technologies implementation in hotel management have a great influence so as directly are linked with the effectiveness increase of every employee work in particular and hotel in general.

Use of computer networks, Internet and internet technologies, programming products of complete automation of all hotel business processes today is not simply a point of leadership and competitive advantages, but surviving at the market in the nearest future.

For rapid and unerring control of operations of actual situation, speed and guest overall servicing valuable analysis, that is for providing high economic effectiveness and high quality services, it becomes inevitable providing automation and information systems of management.

Innovation technologies implementation in hotel industry includes three stages :

1. Business-processes automation within a hotel. Information about hotel work is gathered and is stored on server. Customer - server technology of information systems build-up provides an access to data basis from any working place consequently to the right of access.

2. Interior information systems creation.

It allows to automate business - processes through Internet network, which links interior hotel information system with its exterior partners (tour operators, customers).

3. Internet and externet systems unification in one business habitat.

It integrates all interior hotel services and provides a reply to any inquiries outside due to electronic methods of exchange of data, electronic commerce.

Principles of innovation technologies implementation to the field of hospitality must become an efficient way in providing innovative development in hospitality industry.

### References

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