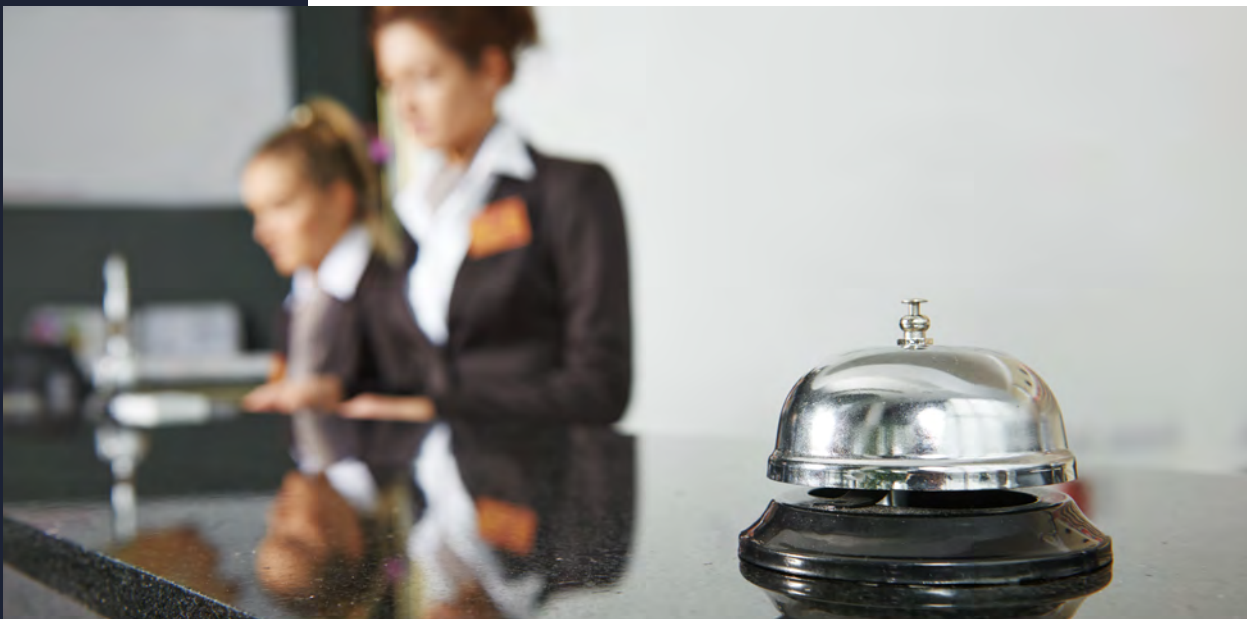Enhancing Hospitality Communication:

A Guide To Modernizing Hotel Phone Systems

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Top 7 **Hospitality Technology Trends**

Anyone in the hospitality industry knows that the role of technology has dramatically changed the way hotels operate. Today, hotels depend on technology to improve the guest experience, support staff mobility, and drive efficiencies – so staying on top of current trends is key to keeping your property competitive. Here are the top technology trends shaping the hospitality industry right now:

01. **Cloud-Based Phone Systems:**
More hotels are transitioning to cloud-based solutions like unified communications platforms for more flexibility and scalability, and lower startup costs compared to legacy phone systems.

02. **Mobile Applications:**
Mobile apps serve as a central hub for the connected guest experience, allowing hotels to provide services, accept requests, engage with guests, and manage bookings conveniently from guests' personal devices.

03. **Service Automation:**
Hospitality businesses are increasingly leveraging artificial intelligence tools like chatbots and virtual assistants to automate guest interactions for seamless self-service in multiple languages, day and night.

Top 7 **Hospitality Technology Trends (cont.)**

04. **Wireless Devices:**
Hotel service staff are frequently on the go, making wireless devices like mobile phones and tablets critical for seamless communication and collaboration.

05. **Technology Lounges:**
With remote work on the rise, hotels can cater to digital nomads by providing comfortable tech-enabled spaces to work and relax while traveling. Lounges should have strong WiFi, power outlets, printer access, and ergonomic furniture.

06. **Location-Based Services:**
Location-based services provide proximity-based notifications and recommendations, enabling hospitality businesses to deliver personalized experiences based on where guests are on the property.

07. **Predictive Analytics:**
Predictive analytics leverage guest data and AI to uncover insights that allow hotels to forecast future trends and behaviors. By analyzing historical data, hotels can make more accurate occupancy and rate predictions before busy seasons.

PHONESUITE

What Communication Challenges
Do Hotels Face?

Despite embracing new technologies, many modern hotels still face several communication barriers. Some of the biggest challenges include:

Outdated, expensive on-premises phone systems that lack the capabilities to address modern guest engagement and operational needs.

Limited staff, who are often confined to the front desk without solutions that enable them to answer, transfer, or monitor calls on the go.

Difficulty complying with industry regulations like RAY BAUM'S Act due to legacy systems that aren't designed to meet regulatory changes.

Upgrading outdated communications infrastructure is integral for hotels to overcome these hurdles and power guest engagement, staff productivity, and compliance efforts.

Why Do You Need a
Hospitality Phone System?

Modern hotels have unique communication demands that off-the-shelf phone systems fail to address. Purpose-built phone systems empower hospitality businesses by providing features and functionality that align with industry needs. The right phone system acts as an extension of the hotel, guiding digital transformation while future-proofing for emerging technologies. With guest expectations rising amid fierce competition, hospitality-focused phone systems pave the way for hotels to deliver standout service.

Benefits of
Hospitality-Focused Phone Systems

Hospitality-focused phone systems offer hotels many advantages over generic business phone solutions, including:

Hotel Feature Sets:
Systems designed for hospitality include must-have features like call accounting, auto attendants, and hold music.

PMS Integration:
The right phone system will integrate with popular property management systems for room status, guest information, and more.

Enhanced Mobility:
Easy point-and-click interfaces, configurable call routing, and built-in mobility unchain hotel staff from the front desk.

Branded Interactions:
Hotel systems make it easy to set up custom hotel IVRs, greetings, and on-hold messages aligned with brand identity.

Staff Collaboration Tools:
Collaboration features like extension dialing, transfer, and conferencing enable seamless team coordination.

Operational Insights:
Call reporting and predictive analytics capabilities provide insights to help hotels optimize staffing and service.

The Shift to **Cloud Communications**

Legacy phone systems limit hotels with their lack of flexibility, complex maintenance needs, inability to scale, and high costs just to keep antiquated equipment limping along. However, feature-rich cloud communications free hotels from these burdens through subscription-based services. Everything is managed off-site, practically eliminating expensive infrastructure, software, and training.

With cloud phone systems, hospitality businesses simply plug IP phones and headsets into the internet to connect. Scaling up or down is just as easy; hotels can add new users and features as needed from a convenient, centralized platform.

Moreover, cloud phone systems interoperate seamlessly with other hotel applications to break data silos, allowing staff to access critical information across integrated systems to provide exceptional guest experiences.

The hospitality industry is aggressively ditching outdated technology by embracing the flexibility, convenience, and cost savings of the cloud. Those who fail to modernize their phone systems now risk falling behind the competition. Luckily, Phonesuite makes it easy to elevate your communications.

Why Do Hotels **Trust Phonesuite?**

With over 25 years of experience serving hotels, Phonesuite understands the hospitality industry's unique communication needs.

Here's why 6,500+ hotels trust Phonesuite:

Simplicity

We provide an easy-to-use, effective communication solution that doesn't take forever to implement or adapt to.

Continuous Improvement

Hospitality communication needs are always changing. We constantly improve our system to meet your requirements.

Mobility

Your hotel staff no longer has the luxury of staying at the front desk. Get the power to answer calls – anywhere.
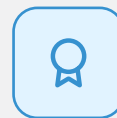
Compliance

Our hotel phone systems ensure you remain compliant with RAY BAUM's Act, Kari's Law, and other industry regulations.

Phonesuite:
A Phone System for All Hotels

Whether your hotel property is boutique, luxury, select service, economy, or resort, you can count on Phonesuite to deliver a phone system tailored to fulfill your unique needs and integrate with your technology.

Connectware

- ☑ Hospitality VoIP PBX
- ☑ 24/7, Local Help Desk Support
- ☑ Free Hardware Upgrades
- ☑ By-the-Minute Monitoring
- ☑ Full Hotel Feature Set
    - ☑ HD Voice
    - ☑ Auto Attendant
    - ☑ Visual Voicemail
    - ☑ Advanced Call Routing
    - ☑ Music on Hold
    - ☑ Mobile Integration
    - ☑ And much more

Voiceware

- ☑ Hospitality VoIP PBX
- ☑ PMS Integration
- ☑ 24/7, Local Help Desk Support
- ☑ By-the-Minute Monitoring
- ☑ Full Hotel Feature Set
    - ☑ Call Accounting
    - ☑ Voicemail
    - ☑ Auto Attendant
    - ☑ Ring Groups
    - ☑ Call Forwarding/Transfer
    - ☑ And much more

ConnectWare
HOSPITALITY

Elevate Your
Hotel's **Communication**

As guest expectations continue rising, hotels require robust communication infrastructure to deliver personalized, seamless experiences. Unfortunately, legacy phone systems strain under these increasing demands, creating barriers for hotels striving to captivate guests and empower employees.

Partnering with Phonesuite can help you elevate your hotel's communications. As a leading hospitality phone system provider, we offer phone systems designed to meet the ever-changing needs of hotels with a modern, simple solution that empowers your staff to enhance every step of the guest journey.

Ready to get started with a true hospitality phone system? **Contact Phonesuite today.**

https://phonesuite.com/