



## Today's Hospitality Industry is also about Smart Tech! 智能科技已成為酒店業不可或缺的元素！

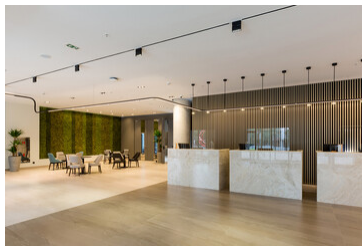


The hospitality industry noted the importance to keep up with the latest customer facing technology trends and are now heavily sourcing for solutions to keep up with the current competition, especially if they adopt technology that appeals to customers, while you continue as normal.

現今的酒店業了解技術的重要性，並且大量引入新的解決方案以提升競爭力，達致不費吹灰之力的同時仍然可以以科技招來顧客的光顧。

One of the must-have innovation in hotel industry, it's crucial to offer the automatic check-in feature to make routine easier and more comfortable. For instance, voice control, facial recognition, and mobile control can put the visitors' personal experience to the next level.

其中酒店業的新寵兒之一就是為住客提供更便捷和舒適入住體驗的全自動化登錄系統。這項技術運用到如語音控制、面部識別及移動技術來提升住客的個性化體驗。



Hotel operations are increasingly shaped by various management systems to monitor and optimize revenues, customer relationships, property, channels and reputation. Not to mention the rising importance of integrated messaging, predictive analytics, customer profiling and middleware, which seeks to connect any disparate systems.

酒店的運營越來越受到各種管理系統的影響，以監控和改善收入來源、客戶關係、物業、溝通渠道和聲譽。除此以外，配合和連接不同系統的綜合溝通和資訊傳遞、預測分析、客戶分析和中轉程式的重要性亦日益增加。



Smart energy management, robot delivery, and unified property management systems promise to become the most popular hotel technology trends in 2022. The reasons for this are the general tendency towards sustainability, the consequences of a global pandemic, and the constant search for better personalization tools for guests.

智能能源管理、遞送機器人和統一物業管理系統有望成為2022年酒店和款待技術的新寵兒。隨著可持續發展的整體趨勢和全球疫情，不少企業正在為客人不斷尋找更好的個性化工具。



Technology will be at the core of the hotel experience both in room, before and after the trip. This will lead to the development of new concepts and more innovation in the industry, and contribute to the emergence of an ever more individualized offer.

技術將成為酒店業顧客體驗的核心。這將引領行業發展更多新的概念和創新，並研發更多個性化的產品。

Learn more at [ANALYTICS INSIGHT](#), [EHL INSIGHTS](#), [HOSPITALITY TECH](#), [HOTEL TECH REPORT](#), [INTELLECTSOFT](#), [REVFINE](#), [MITEL](#)

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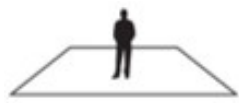
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