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EGRMS**

DO'S AND DON'TS OF HOTEL GUEST ROOM MANAGEMENT SYSTEMS



INTRODUCTION

FINDING A PLACE TO REST ON A JOURNEY IS A PRIMARY REASON FOR CHOOSING A HOTEL. SO WHY, IN SOME CASES, DO WE MAKE IT CHALLENGING TO USE THE ROOM? IN TODAY'S ENVIRONMENTALLY CONSCIOUS WORLD, WE MUST ALSO CONSIDER HOW ROOM MANAGEMENT SYSTEMS CAN HELP MANAGE INCREASINGLY COSTLY RESOURCES LIKE ENERGY AND MANPOWER. ACRONYMS LIKE CSR, ESG, IOT, BYOD, AI, AND CO2 ARE ALSO ESSENTIAL CONSIDERATIONS. HERE ARE SOME SIMPLE-TO-FOLLOW DOS AND DON'TS FOR GUEST ROOM MANAGEMENT SYSTEMS TO HELP SIMPLIFY THE PROCESS.

BY NO MEANS IS THIS AN EXHAUSTIVE LIST, BUT IT GOES SOME WAY TO ACHIEVING THE GOALS - GUEST COMFORT AND SAFETY, MANPOWER EFFICIENCY, AND ENERGY SAVINGS - ALL ACHIEVED THROUGH THE EFFECTIVE USE OF TECH.

DO'S

1. Make it easy to switch off all lights in the guest room from either side of the bed - especially the bathroom and Vestibule lights. Likewise, if you need a single light on in the middle of the night, make that easy to accomplish without lighting up the entire guest room.
2. Make the lighting in the bathroom bright enough for doing makeup/grooming – ask a Woman to help check it.
3. Consider a Guest Room Management or Energy Management platform that can calculate the Energy Saved per Guest stay in real-time, reflecting the Hotel guest room's CO2 footprint.
4. Have an illuminated make-up/shaving mirror in the bathroom.



5. Have a de-fogging mirror in the bathroom. You probably hate rubbing the mirror with a towel after showering to see your image.
6. Position all Guest power sockets at a reasonable height. Be mindful of the AFFL [Above Finished Floor Level]. Bending is a chore for some people.
7. Have an emergency torch/flashlight readily available in the guest room and test it frequently.
8. Ensure excess power, data, and cables are neatly tied or cut to the correct length. If that is not possible, cover them somehow. Aesthetics matter—ask an Interior Designer.
9. Have a simple but easy-to-read digital clock in the bathroom.
10. Realize that when you buy technology, you also need a support agreement, which often doubles the tech cost over 4-5 years. Always work out a 5-year TCO [Total Cost of Ownership] before purchasing.
11. Check your TV channel reception occasionally and ensure the channels are nice and clear and that the sound is in sync with the picture. Also, check that the right channel is reflected on the channel line-up menu—sometimes, these get out of sync.
12. Have a simple and easy-to-use remote for the TV – having one with 20 buttons is often confusing for the guest, especially when not all the buttons are operational or needed.
13. Utilize data analytics – use a cloud platform that supports Machine Learning (AI) technology to analyze Energy usage and optimize Hotel operations across multiple properties.
14. Try to stream/cast from your Netflix account onto the TV in the guest room and see how easy or complex it is. Note the process of adding and then deleting login info.



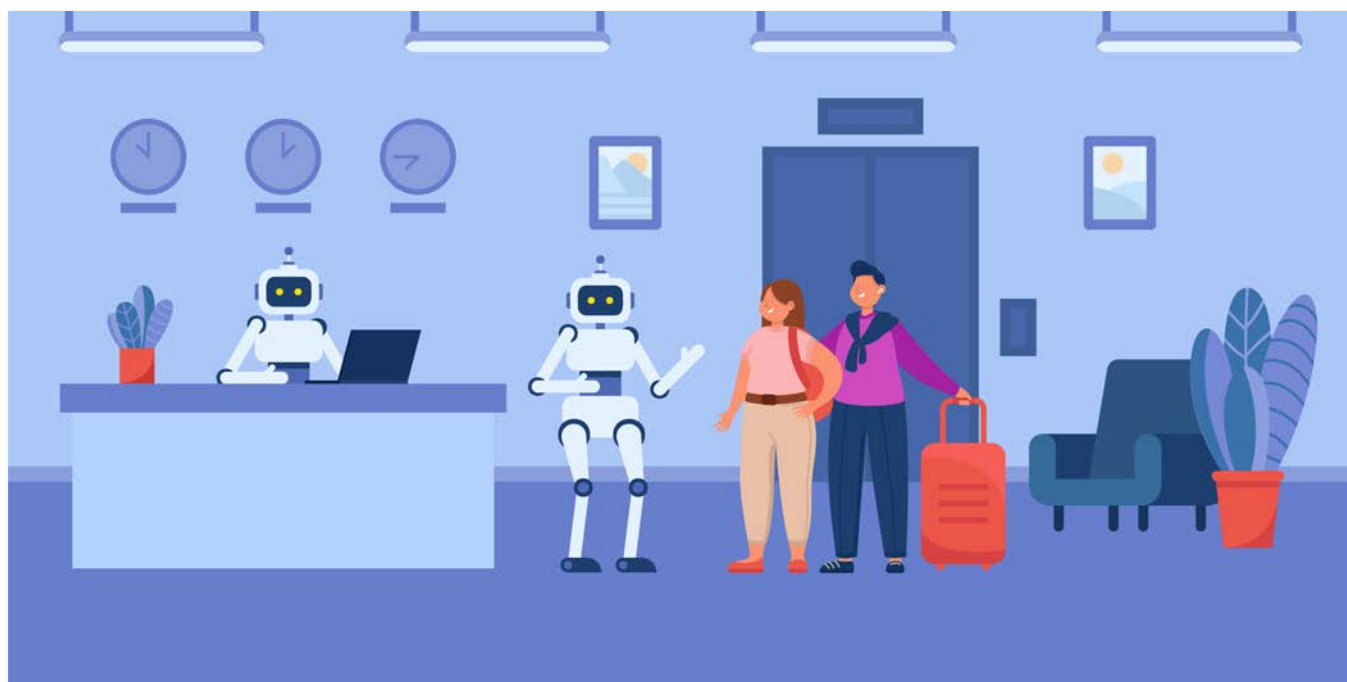
15. Have the guest touch points, light switches, and Room Thermostat with large icons, Adjustable Backlighting, and Sleep Mode when not in use... except for the Night Light.
16. Ensure the electronic door lock on the guest room door closes quickly when the door shuts.
17. Consider the color selection of the Guest face Plate Switches. They should complement the décor/ID design and be visible and accessible to the guest.
18. Do consider selecting a Guest Entertainment Solution that allows the guest to access Apple + and Chromecast Content via QR code.
19. Lighting: Discuss with your Lighting designer how to blend color modes into the room for the Welcome, Night scene, and turn-down service. Color significantly impacts guest wellness. The Airlines are doing this well.
20. Install an absorption-type Minibar that can conserve energy when not used...
21. Create a wellness aspect for the room. Bed comfort, pillows, Air Quality, Noise, and humidity all impact guest sleep.
22. Give Guests the option to GO GREEN at Check-in. Booking.com is using this as a marketing tool to promote your HOTEL's sustainability factor.
23. Check the air conditioning fan unit's speed, noise, and effectiveness in the guest room. You may be surprised at its functioning, efficiency, and cleanliness.
24. Check with your Guest Room Management System [GRMS] provider to see if a fast-cooling mode can be activated when a guest checks in – i.e., via the PMS interface. That way, the room is pre-cooled when they arrive inside – a cool feature. 😊
25. Get your technology vendors to update you twice a year on their roadmap – maybe under a NDA.
26. Test the mockup with a LIVE guest to get their feedback.



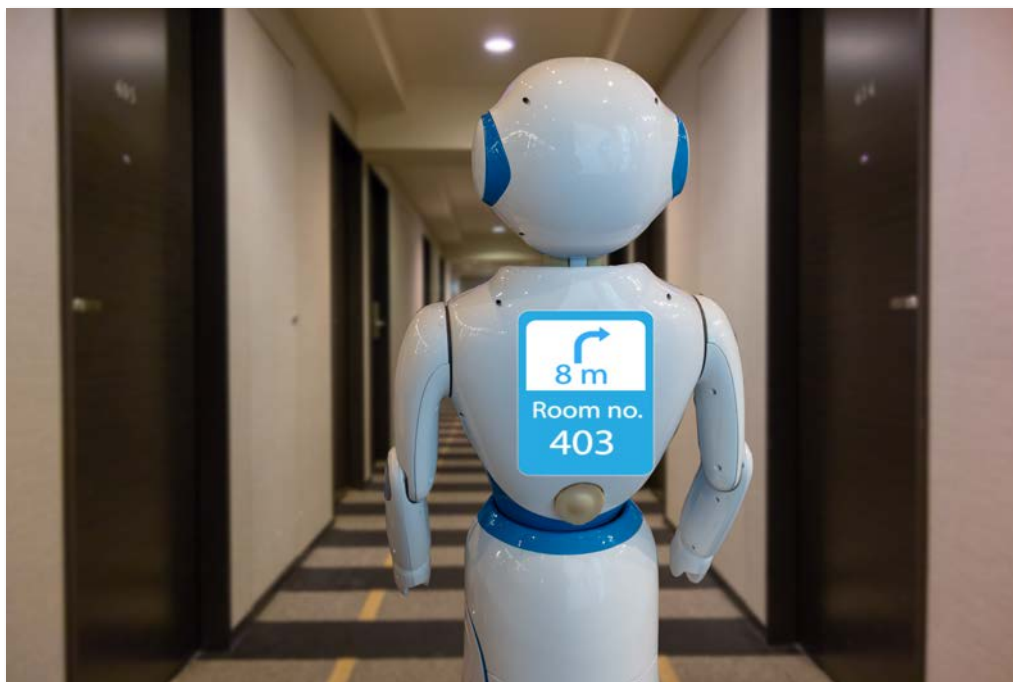


27. Have a shelf inside the toilet cubicle where guests can place their mobile phone/Tablet and maybe a book – an adjacent power supply is always welcome. Know that this location is significant for good Wi-Fi coverage...
28. Ensure any light inside the wardrobe is switched off when the door is closed.
29. Consider placing the Master OFF close to the bedside, but it should be on the outermost side. The Night Light button with the Back Light should be the first accessible to the guest beside the bed.
30. Walk through the mockup room and test the guest's experience of reaching for the face plates. Check the height, visibility, and access, especially for [PWD] handicapped rooms.
31. Ensure your room safe is bolted to the floor or wall and cannot be easily removed.
32. Utilise QR Codes for better guest engagement—in-room Dining options, amenities, Room Clean, opt-in/opt-out, and more.

33. Monitor the TV volume in the guest room so it can go down very low and not too high—some guests like leaving the TV on all night but with deficient background volume.
34. Automate curtains with the Guest Room Management System to block the sun in Western-facing rooms. This will reduce Energy Consumption.
35. Have the TV sound mute when the in-room phone rings.
36. Have a very low nightlight in the bathroom/toilet – preferably a pin spot over the toilet.
37. Always consider a door lock manufacturer that has Online functionality. The benefits outweigh the initial cost premium in guest satisfaction and security.
38. Avoid fluctuations in the shower temperature. Have a proper electronic regulator fitted.
39. Note the voltage and Hz [cycles] on your power sockets that are to be used by guests.
40. Label all essential power sockets “DO NOT UNPLUG” and preferably use colored plugs. Red is an ideal color.
41. Have air-conditioning auto cut-off in the Guest room if balcony doors are left open after a set period, e.g., 5 seconds - Use door sensors. Save energy - save cost - help save the planet.



42. Install Guest Room Management Systems (GRMS) in guest rooms interfaced with the PMS and incorporate occupancy-based controls to curtail energy when the guest is not in the room.
43. Consider using Motion/Presence [PIR] detectors rather than placing key cards into a wall reader to control energy usage in the room.
44. Check from time to time in-the-floor power sockets - the metal type which is supposed to lift when the clip is flicked - most often, they stick after a while, having been covered with floor polish and dust.
45. Always sanitize the TV remote control and place a label that says, "sterilized."
46. Provide a "Go Green" button on the TV or other in-room digital device to allow guests to opt out of housekeeping or request to change linen or bath towels.
47. Consider carefully when looking to install a Voice Assistant on your property. Guests may have fears over security and data exposure. Carefully vet the vendor and their offering to ensure safety, security, and a smooth, pain-free experience for the guest.

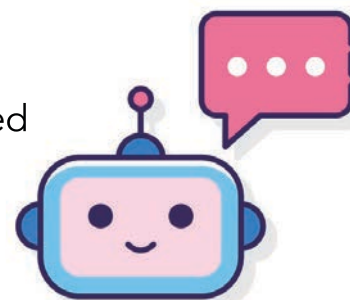


48. Place the GRMS control unit in a secure and well-ventilated space that is easily accessible for maintenance and fixing, should the need arise.
49. Make the room signage easy to see, especially in the evenings.

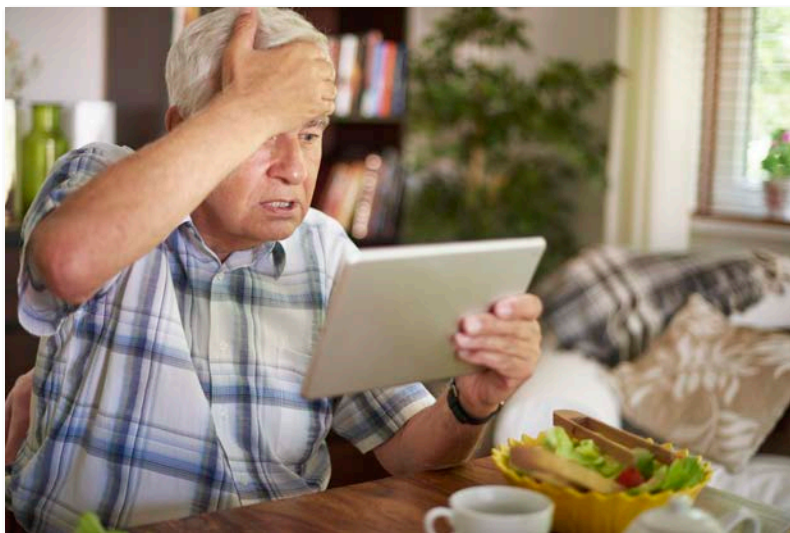
50. On entry, always have a Welcome light...never allow entry into a dark room.
51. Set the lighting scene for a day and night scenario...give the room a wow factor no matter the star rating.
52. Allow the Desk light to be switched on without turning on all the lights in the guest room.
53. Have reasonable KPIs for changing light bulbs when reported. < 30 minutes is ideal.
54. Position the light switches at the correct height at the room entrance and the bathroom entry.
55. At the bedside... don't overcomplicate the number of light switches. No guest has the time or inclination to learn.
56. Always have a Good Night button that switches off all lights...including all those floor and table lamps.
57. Make the Good Night button easy to identify - backlighting.
58. Have a night light button that is softly backlit.
59. Have a Room thermostat that's easy to use. There should be no need to spend 30 minutes figuring out how to switch it off or change the temperature/fan speed.
60. Choose a thermostat with occupancy-based energy management. This will pay for itself when the room is not occupied.
61. Have a TV that supports casting. Guests want to watch content on demand and follow their subscription movies.
62. Switch the TV off if not in use - this extends the usage life and saves power.
63. Choose lamps with easy-to-access on/off buttons.



64. Have a comfy bed.
65. Remove as much paper as possible from the room and use digital tech, such as a voice assistant with a digital display, web app, or any tech, to transform simple paper communication to digital—save paper, save the trees.
66. Design the bedside control panel based on the first and last thing you need to do, and place those controls close by. Panel controls should be mirrored—i.e., what's first inside on the left side would be first inside on the right, and so on.
67. Have a reliable Wi-Fi AP in every room, and ensure it supports 10+ devices.
68. Install water-saving devices to conserve water usage.
69. Having an online door lock gives the highest level of security and functionality.
70. Use all LED lamps and plan to install digital addressable lighting. This pays for itself in lowering infrastructure costs and maintenance needs.
71. Have an entry light switch, which is easy to find and see.
72. Have a night light with backlighting.
73. Have well-lit switches with backlights.
74. Have an alarm clock or wake-up alarm feature deleted on check-in...so the next guest does not get woken up at 3 am.
75. Guest-use power sockets should always be - 7x24x365. Do not connect to the GRMS.
76. Note TV, Mini-Bar, Wi-Fi access point, and bedside tables, plus charging sockets and any wireless phone socket, should be powered 7x24x365
77. Auto-close drapes or blinds when a room is empty during the day to keep the room cool and reduce energy costs.
78. Use a GRMS that is centrally managed and can be monitored and programmed - there should be no need to go to the room to make system configuration changes.
79. Talk with your GRMS supplier and see if they can interface with the lift access control critical reader to activate fast cooling when the key is presented to the reader.
80. Use solar to augment your power needs.



81. Maintain a humidity level of 55-65%RH.
82. Have the person tasked with changing light bulbs carry an assortment so they don't need to return to the store room for the correct bulb.
83. Have Housekeeping modes for the Guest room that limit the a/c and usage of specific devices when the room is being cleaned.
84. Have POWER sockets no more than 1M radius of a working space/ touchdown point.
85. Have your DND request mute your doorbell and set your phone to privacy mode.
86. Make sure your GRMS is interfaced with your PMS.
87. Use set-back temperatures thoughtfully and carefully.
88. Have a policy regarding carbon credits.
89. Train your staff regarding CSR and ESG.



DON'TS

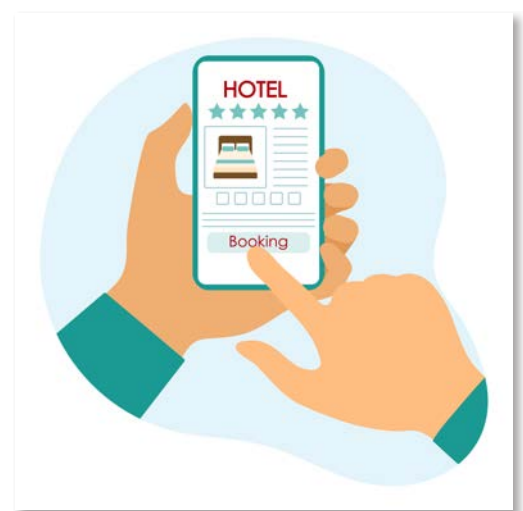
1. Forget - Power sockets **must** now include USB ports for charging and, where possible, wireless power.
2. Make lighting so complicated that when guests are in the room to sleep or relax ...they can go to the nightclub for a light show... Choose your Lighting designer carefully.

3. Assume your backup power generator will auto-start if there is a mains power failure. Test it regularly and ensure sufficient reserve fuel and consumables to last a few days or even a week. Remember Hurricane Katrina and Super Typhoons Haiyan and Odette? There is also the possibility of earthquakes and other Acts of God.
4. Place plastic water bottles in the guest rooms. Install drinking water spigots or dispensers on the floors. Guests can bring their own water bottles [BYOWB].
5. Just believe that putting loads of technology into your hotel will enhance the guest experience or make the guest appreciate it. This is especially true if the technology is hard to learn and troublesome to use.
6. Make sure you have a contingency and business continuity plan in place for ALL systems and test it periodically – sometimes without warning staff of the plan to do so. Try running manually for 24 hours and see how well that goes.
7. Place a loudspeaker in the bathroom unless it has a volume control, and the sound quality is good – and can be turned OFF.
8. Just rely on the technology to operate your business – know it will fail at the worst possible time, such as the eve of a busy holiday weekend – when your property is experiencing high demand. PLAN FOR THAT!!
9. Position multiple phones in the guest room unless you need to. One placed at the bedside is usually sufficient.
10. Make it complicated for guests to use your technology. They may only stay one night and have no time to learn how to use all the gadgets, and more importantly, they may need to be more tech-savvy. Do you expect them to spend all their free time trying to learn how to use the tech?
11. Ask IT to look after the GRMS - an Engineering system - they are the system owner.
12. Have so many TV channels that it takes time for guests to access what they want to watch quickly. Then, ensure that when the TV is re-switched,

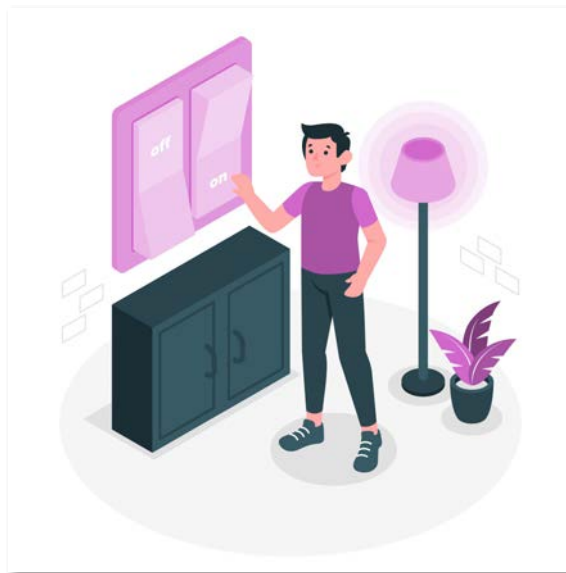


it returns to the last channel watched and only re-sets upon check-out. Don't keep reverting to that [often annoying] Barker channel playing your brand theme tune.

13. Have electronic curtains/drapes unless they can be opened/closed from the bed or via a simple wall switch. Make sure that the guest is aware of the switch location. Preferably, use silent running motors.
14. Put a reading lamp on the bed, which is so powerful and direct that it can burn your Guest's forehead.
15. Adjust the temperature in the Guest room if the guest sets it at a certain level. Only reset it upon check-out. Room attendants are notorious for this.
16. Install a flat-screen TV so that the Guest cannot access the HDMI port and, by doing so, can directly connect their own devices for playback. Please keep it simple!
17. Assume a Guest will use a tablet because you place it by the bedside – there must be compelling reasons to do so.
18. Underestimate the number of power sockets a guest may need to use simultaneously – especially when just arriving from a [long] flight - and with a family.
19. Use energy-controlling key card slots - often, they can be overridden by placing other cards into them, or one of the supplied room keys is left inside. However, if housekeeping encounters this, remove the offending card and put it in a visible location with a suitable note explaining why it was removed.
20. Make it challenging to service an FCU (Fan Coil Unit) - provision service panels of sufficient size so comprehensive cleaning can occur without dismantling the ceiling - minimum opening should be 1400x700mm depending on FCU dimension and type - Chilled water or VRV.
21. Make it hide and seek to find the guest room...have clear, large, and well-lit signage.



22. Let a guest walk into a dark room.
23. Let a guest enter a hot and humid room.
24. Forget to have a "Good night" button at the bedside.
25. Hide the wall switch with a lamp.
26. Hide the standing lamp on/off switch where you can't see or even see the off button.
27. Have the AC fan noise level not exceed NC (noise criterion) 30/35 - 40-45dB.
28. Select a room thermostat with a complex menu selection. Please keep it simple!
29. Have a bedside panel that needs an instruction manual.
30. Have dark-colored switches without backlighting, text, or icons.
31. Hide the TV remote control, iron, or hairdryer.
32. Have an alarm clock that cannot delete the last alarm setting on checkout.
33. Have a paper hotel directory, TV channel list, or other collaterals ...these should all be digital.
34. Hide power sockets for guest use.



35. Place the guest room switches in a location that requires you to move furniture or items to access them, or choose a face plate color that makes them impossible to see.

36. Have blank touch points where you need to play guess with the panel. Large ICONS and backlighting will be guest friendly to your guest.
37. Select light panels or Thermostats that remain ON when not in use except for Night Light Switches.
38. Make it dark when entering the guestroom at the welcome entry scene. Get this right to enhance the guest WOW...
39. Place the reading lamp switch in a position where I need to get out of bed to switch it on/off.
40. Follow the design drawing, be the Test dummy, and spend time in the mock or Live rooms.
41. Install a compressor type Minibar or Small Fridge.

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