

Selecting hotel software

Before choosing a system, check requirements, operational fit and total costs against clear evidence.

Done

Define what you need

- ☐ Agree the project goal and measurable improvements with management.
- ☐ Involve reception, reservations, finance and other affected teams.
- ☐ Separate essential requirements from preferences and rank them.
- ☐ Document existing systems, interfaces and the data you need.

Verify operational fit

- ☐ Give every vendor the same requirements and demo scenarios.
- ☐ Ask vendors to demonstrate group bookings, cancellations and billing in the system.
- ☐ Confirm interfaces work with the system versions you actually use.
- ☐ Speak to reference properties of a similar size and business model.

Make a defensible decision

- ☐ Compare licences, setup, migration, training and interface costs over 36 months.
- ☐ Include internal effort and potential additional costs in the budget.
- ☐ Clarify responsibilities, the implementation plan and ongoing support in writing.
- ☐ Record the selection rationale, unresolved points and management approval.

DECISION NOTE

Approve the selection only when essential requirements are demonstrated and costs and responsibilities are clear.

Open issues / next steps

Date / owner: _____