

У. Курс, А. Значкова
Ю.И. Курс, А.Г. Значкова
БГЭУ (Минск)

Научный руководитель Л.С. Шуплякова

AUTOMATED MICROS- FIDELEO SYSTEM IN THE HOTEL AND RESTAURANT BUSINESS

Автоматическая система MICROS-Fideleo в гостиничном и ресторанном бизнесе

Currently, we are witnessing the rapid development of information technologies and software in the field of hotel and tourism business. This is due to the effect that can be obtained with their proper use. Modern information technologies make it possible to organize the work of the enterprise with maximum efficiency.

The process of computerization of the hospitality industry began later than in other areas of the economy. Many industries were computerized already in the 60s of the twentieth century, the hotel industry on a large scale did not use the possibilities of automation until the early 70s of the twentieth century. This relatively late start of computerization allowed hotels to obtain more advanced and convenient computer technologies with lower costs. Currently, computer systems based on personal computers of the fourth and fifth generations are widely distributed at enterprises of the hospitality industry, networked and allowing, with a minimum of occupied space, to create powerful software support, which increases the efficiency of the management system, ensures the safety of guests, allows you to expand the customer base of the hotel and solve a number of marketing tasks. To date, there are several professional developments that deserve attention when choosing an automated control system. In this paper we will consider the booking system "Micros- Fidelio", specializing in the creation of management systems for hotels and restaurants for 20 years.

The issue of complex automation of booking processes, settlements with guests, agents, tour operators and business activities is becoming more and more relevant for hotels.

The hype of the use of computer technology has recently been increasingly taking over the hospitality industry. Proof of this is the rapid growth of connections of new agencies to global booking systems (GDS) Amadeus, Galileo, Sabre, Worldspan, Fidelio.

Computer systems of centralized management of the hotel complex allow you to coordinate the work of even a large hotel without much time and effort. Despite the large number of complex automation systems of hotel facilities, the basic principles of building such systems are quite similar: all systems are integrated software

packages that automate the activities of the main services of the hotel: room management, administrative, commercial, engineering, catering services.

Fidelio's interests are represented by HRS (Hotel and Restaurant Systems), which not only implements and configures Fidelio software products, but also provides technical support for these systems, conducts user training.

The main functions of the Fidelio FO system include: booking and check-in of guests; charges for accommodation and other services provided by the hotel; accumulation of information about unpaid customer bills coming from various points of sale; issuing interim and final invoices for settlements with customers; accounting of information about non-cash payments; receiving financial and statistical reports.

Maintaining information about clients and client accounts. This includes the following information: customer history; booking; check-in; account management; statement; non-cash settlements with customers.

The Fidelio FO system consists of the following main modules: Booking module, The porter module, Cashier Module, Accounting module.

The advantages of working with Fidelio are that:

The system allows you to check in and check out a guest in a matter of minutes, without the need for a lot of paperwork, which is especially important for guests who value their time. Registration can be made both by reservation and without it, a special "quick" option for issuing an extract for groups is possible.

The hotel does not stop its activities even at night. In Fidelio, users do not have to log out of the system to conduct a night audit, it continues to function in the usual mode. All statistics are based on preliminary information, and the final data consolidation takes place during the normal operation of the system.

Fidelio provides an opportunity to compile various kinds of reports and forecasts that are necessary for further planning of the hotel's activities. Forecasting is an important function of the Hotel Booking Service, as the correct coordination of the work of other hotel services depends on the correct preparation of the forecast. All the services of the hotel are closely interconnected. Therefore, an increase or decrease in the load of the hotel leads to a change in the work schedule of all services. Based on forecasts, such services as the household, restaurant service and others, make up the work schedule of the staff, the number of employees per day, and also the consumption of food is predicted in the restaurant based on the expected load.

The advantage of the Fidelio FO system is the availability of communication with other systems and external devices: restaurant management system, telephone systems and telephone call billing systems, automatic minibar system, customer account management system, pay TV systems, electronic lock systems, credit card authorization system, as well as accounting systems.

The cost of the system depends on the number of rooms in the hotel and on the set of modules of the system. For a hotel with about 100 rooms, the cost of the system

is approximately 30 thousand dollars. This amount includes installation, configuration, system support, user training.

The modern pace of development of the hotel business places the highest demands on automated control systems for enterprises of the hospitality industry. The increasing needs of customers every day and the tightening of competition require the hotel to be able to respond quickly to all fluctuations in market conditions. It's time for a new generation of software. The Fidelio computer system is a software package that is included in the list of the most used programs in the hotel industry, the number of its users in the world exceeds 7.5 thousand. The availability of this program allows you to have a holistic and objective view of the business in real time, generate the necessary analytical reports, and in the near future bring the hotel company to a new level of financial management.

References

1. Автоматизированные системы управления от Fidelio [Электронный ресурс] // Travelline. – Режим доступа: <https://www.travelline.ru/about/technical-partners/pms/475120/>. – Дата доступа: 24.10.2023.

2. Программа бронирования номеров гостиницы Fidelio [Электронный ресурс] // Ozlocks. – Режим доступа: https://www.ozlocks.ru/statii/programma_bronirovaniya_nomerov_gostinici_fidelio/. – Дата доступа: 24.10.2023.

3. Сравнительный анализ автоматизированных систем управления для гостинично-ресторанных комплексов производства компании Интеротель ltd (АСУ Hotel v2.3) и Micros Fidelio (АСУ Opera) [Электронный ресурс] // Intes.by. – Режим доступа: <https://www.intes.by/articles/sravnitelnyiy-analiz-avtomatizirovannyih-sistem-upravleniya-dlya-gostinichno-restorannyih-kompleksov-proizvodstva-kompaniy-interotel-ltd-asu-hotel-v-2-3-i-micros-fidelio-asu-opera>. – Дата доступа: 25.10.2023.

N. Kuchinsky

Н.П. Кучинский

БНТУ (Минск)

Научный руководитель Г.В. Прибыльская

MODERN TRENDS IN THE DEVELOPMENT OF THE WORLD ECONOMY

Современные тенденции развития мировой экономики

The aim of this article is a comprehensive analysis and understanding of contemporary trends in global economic development to identify their impact on business, social structures, and ecological sustainability. The research focuses on