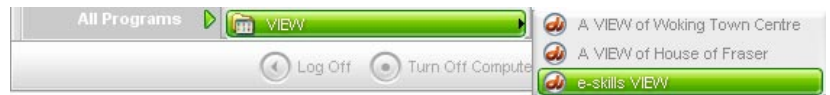


Start e-skills VIEW
 Choose 'Gathering evidence'
 Choose 'Gathering evidence 1'



Now choose the employer:

Gatwick airport



Check out the **Le Meridien Hotel** at Gatwick

From the rotary in the middle of the Hotel find the reception desk.

1. How does the Hotel use IT to provide guests with up to date information at the reception desk?

Go 'behind the reception desk' and look through the sequence for a guest checking in and then checking out.

2. How is IT involved in each stage of this process?
3. How does this benefit the Hotel and how does it benefit the guest?
4. What are the implications for the privacy of information in this process?

From the rotary in the middle of the Hotel find the evidence that provides an interview with Merissa, the Sales Manager at Le Meridien.

5. What type of information does the Hotel maintain on some of its guests?
6. How does this help the guest and the Hotel?

From the rotary in the middle of the Hotel find the evidence that provides some images of a room at the Hotel.

7. What IT based services does the Hotel offer in the guests rooms?
8. How does the Hotel use IT to monitor the use of the mini-bar?
9. What problems could the mini bar technology cause a customer?

From the rotary in the middle of the Hotel find the evidence that provides some images and information about the new conference facility.

10. What IT services has the Hotel included to attract customers to use the conference facility?
11. What information does the Hotel provide in the marketing brochure that details the IT facilities available for those using the conference centre?
12. The information was gathered in 2004. What extra IT resource would you advise the Hotel to add to their conference facility?

Click the 'ge 1' (Gathering evidence 1) button to the left of the map in the bottom right hand corner and you will return to the Gathering evidence 1 list of employers.