

WI-FI / HSIA / INTERNET

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Lodging Survey: More U.S. Hotels Charging For Internet, Gym Facilities

Free breakfast has become more prevalent at U.S. hotels during the past two years, while free Internet has become less so, according to a survey conducted by the American Hotel & Lodging Association and STR

Hotel fees and surcharges are up, but no new fees are expected

According to NBC News, hotel fees for Internet access, fitness centers and other amenities are continuing to rise.

Travelers looking to book a hotel should watch for increased internet fees; breakfast in free

The next time you book a hotel room, read the fine print first. New fees and novel freebies continue to pop up on hotel bills. Knowing what's included — and what you're willing to pay for — can make a big difference when it comes time to settle the bill.

Hotels face challenges providing bandwidth for guest devices

As we've reported in the past, in-room Internet access makes a huge difference in guest satisfaction, and has become more of a necessity than a luxury. Tnooz.com is reporting that a Gartner study from this summer indicates 38 percent of workforces will be using their own devices for accessing company data (although the article also notes that the definition of "own" may vary).

Tech Trends—Accor cuts Internet fees while upscale US hotels increase charges

As Internet access becomes less of a perk and more of a necessity at hotels, many properties are offering the service as part of using a room rather than selling it as an add-on.

Four Seasons rolls out free in-car wi-fi service

our Seasons is rolling out complimentary Wi-Fi connections in all house cars and contracted limo services, at all Four Seasons locations around the world.

IEEE 802.3(TM)-2012 "Standard for Ethernet" Expands to Address New Markets, Bandwidth Speeds and Media Types

IEEE, the world's largest professional organization advancing technology for humanity, today announced the approval of IEEE 802.3™-2012 "Standard for Ethernet." IEEE 802.3 defines wired connectivity for Ethernet local area, access and metropolitan area networks around the world.

HOTEL TECHNOLOGIIES

How to Evaluate Sustainable Technologies in Hotels

As a global hospitality consultancy, HVS is oftentimes asked to comment on emerging sustainable technologies that are potentially applicable to hotel and resort operations.

More technology, more connectivity challenges

As more and more technologies are introduced for hoteliers to both maximize operating efficiencies and wow guests, connecting those technologies to one another presents more of a challenge.

SECURITY

HOW A LYING 'SOCIAL ENGINEER' HACKED WAL-MART

A Wal-Mart store manager in a small military town in Canada got an urgent phone call last month from "Gary Darnell" in the home office in Bentonville, Ark.

GUEST SATISFACTION

2012 NORTH AMERICA HOTEL GUEST SATISFACTION INDEX STUDY

As Guests Return to Hotels, Rates Increase and Industry Fundamentals Improve, Hoteliers Are Falling Further Behind in Meeting Guest Expectations

WHAT'S IMPORTANT TO TODAY'S C-SUITE TRAVELER

The result of a survey proves to have some very interesting insights.

FOUR POINTS STUDY: TECH USE VARIES BY NATIONALITY, BUT BUSINESS TRAVELERS SHARE MANY COMMON BEHAVIORS

When today's road warriors hit the trail, they are armed with three or four mobile devices to help them stay connected to office and home. They are more inclined to carry a tablet than a laptop. And, when these business travelers communicate with home from their hotel room, they are most likely do so with a video chat.

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MOBILITY

SECOND-GENERATION GUEST APPS INCORPORATE PERSONALIZATION

As hotels start launching their second generation of mobile applications for guests, they increasingly are turning to friend recommendations and location-based technology to drive on-property engagement, said Jason Price, EVP of business development and strategic accounts at hotel digital marketing firm HeBS Digital.

IPADS VS. GALAXY TABLETS

I was recently asked to assess the use of tablets in a hotel here in Asia. The client isn't going as far as placing them in guestrooms so guests could order room service (an idea I abhor), but the purpose would be to place them in key areas throughout the property so guests could check their email, read the news, check stock tickers, etc. While their initial thought was to get iPads, the performance, reviews and market share of Galaxy quickly put the Samsung Android on the table for consideration.

IPHONE KNOCKED OFF ITS PERCH AS NUMBER ONE SMARTPHONE

What's the most popular smartphone in all the land? Given that we're mere days away from the introduction of the iPhone 5, you'd be forgiven for thinking it's Apple's flagship iPhone 4S that takes top honors. But for the first time ever, the iPhone 4S has been knocked off its perch by rival Samsung.

APPLE'S NEW IPHONE PRESENTS CHALLENGE FOR TECH-SAVVY HOTELS

Will the iPhone 5's lack of compatibility with alarm clock docking stations cause sleepless nights for some lodging operators?

That's what some hospitality analysts are wondering amid big presale numbers for the new smartphone, which will go on sale in Apple retail stores later this week.

PREDICTION: BY 2017, WIRELESS CHARGING PADS WILL BE A STANDARD AMENITY AT MAJOR HOTELS

From the day the wireless charging pad was first made, it's been hailed as the alternative to tangled cables, a travel-friendly savior that would be a no-brainer for manufacturers to sell.

SPRINT ADDS 1.5M IPHONES IN Q2, SPEEDS UP NEXTEL CELL SITE SHUTDOWN

Sprint Nextel added a net 283,000 customers in the quarter as it migrated customers off its legacy Nextel iDEN network and onto its CDMA network. The company is now fully in the midst of decommissioning its iDEN network and said is ahead of pace in shutting down the network, which it expects to do as soon as June 30, 2013.

HD DEVELOPMENTS / TV / ENTERTAINMENT

NETFLIX SUBSCRIBERS WATCHED 1 BILLION HOURS OF VIDEO IN JUNE

Here's more evidence that Netflix (NFLX) is slowly chipping away at traditional TV viewing. According to a public Facebook post by CEO Reed Hastings, Netflix subscribers watched a total of 1 billion hours of video for the first time in June.

WI-FI ALLIANCE UNVEILS MIRACAST CERTIFICATION TO EASE MULTIMEDIA STREAMING

Devices from multiple vendors can share video, images and other content without an access point or complex setup, the group said

TV MAKERS JOIN FORCES AGAINST SMARTPHONE GIANTS

The rise of Apple and Google in the smartphone market has pushed Nokia and Research In Motion to the brink of irrelevance. Now, television makers are scrambling to make sure the same does not happen to them

4K, 84-INCH 'ULTRA' HDTV FROM LG IS READY TO START SHIPPING NOW IN KOREA, WORLDWIDE NEXT MONTH

Just in time to completely blow away that puny flat screen you nabbed for your dorm room, LG has announced its 84-inch ultra high definition LCD TV is ready to ship in South Korea.

Comments / Suggestions: Please feel free to bring to our attention technology articles that we may have overlooked. We welcome your comments and submissions: Please remit to: David.Phillips@ihg.com