

In 2022, HTNG had several workgroups publish deliverables to support the industry in new and exciting ways. These include the following:

BUSINESS ANALYTICS TRANSACTIONAL EXTRACT (BATE) - PHASE III ON-PROPERTY GUEST REQUESTS

This workgroup published a new version of the specification which includes the ability to extract on-property guest request data for performing analytics.

GUEST ROOM ENTERTAINMENT (GRE)

This workgroup developed a white paper which helps define the infrastructure, product, and vendor options to deliver a hospitality-specific Guest Room Entertainment Solution to be used as a guide when considering new GRE solutions.

EXPRESS PMS INTEGRATIONS (PHASE I)

This workgroup created new APIs to enable quick integrations with PMS systems when limited data is required focused on Reservation, Guest and Room Data. This specification significantly reduces the amount of time to integrate with PMS partners.

HYBRID MEETINGS AND EVENTS

This workgroup published a playbook on implementing hybrid meetings and events in hotels to expedite the return to recovery by helping hospitality companies adapt to the short-term and long-term effects of the pandemic.

OPTIMIZING RELATIONSHIPS BETWEEN MARKETING AND IT

This workgroup created two deliverables, a workbook to be utilized when upgrading or implementing new digital marketing products focused on accountability and engagement between the two departments, and an editable marketecture diagram for hotels to identify the marketing and commercial technology stack and who has responsibility for each system.

U.S. EMERGENCY COMMUNICATIONS

This workgroup published a white paper that provides guidance to hoteliers regarding new regulations from the FCC establishing 988 as a nationwide number for Americans in crisis to connect with suicide prevention and mental health counselors.