The Hotel Leader's Checklist for Choosing the Right Operations Software

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Today's hotels are faced with an overwhelming number of technology options, many of which claim to solve the same operational challenges. Use this checklist to ensure you're evaluating hotel operations software against the must-have criteria that drive real operational impact.

☐ Purpose-built for **24/7 hotel operations**, **guest impact**, and **labor complexity**

☐ **Proven frontline adoption** with **mobile-first**, **intuitive workflows**

☐ Strong **PMS integration** with **live room status** and **guest priorities**

☐ Support for both **preventive and corrective maintenance workflows**

☐ Clear **ownership**, **SLAs**, and **escalation paths** for every request

☐ **Asset performance visibility**, lifecycle tracking, and **replacement planning**

☐ **Labor optimization** insights to **reduce overtime,** rework, and **inefficiencies**

☐ **AI and automation** that optimize labor and **remove manual friction**

☐ **Guest-impact issues automatically prioritized** across teams

☐ **Configurable workflows** by property type (urban, resort, mixed-use)

☐ **Portfolio-level scalability** without losing property-level detail

☐ Leadership **reporting** that **supports staffing**, **budgeting**, and **planning**

☐ **Fast implementation** with minimal operational disruption

☐ **Training** and change management **designed for frontline hotel teams**

☐ **Hospitality-experienced support teams**, not generic SaaS support

☐ **Open integrations and APIs** to support evolving tech stacks

☐ **Proven success** with **comparable hotels** and operating models

☐ **Enterprise-grade reliability, security, and uptime**