**Introduction**

The service industry is one of the most important industries. Similarly, Hotel and restaurant industry is one of the biggest components of the service industry. Without any doubt, Hotel and restaurant business are the one of the most important sector of any country, huge portion of country revenue are generated from this particular sector. Hotel and restaurant are categorized on different stars on the basis of the service and the quality that they provide. If the hotel and restaurant provides more luxurious and fancy services to their guest then, they are ranked higher and further accordingly.

The Hotel Industry like any other business opens socio-economic opportunities for the both owner and customer. It has the function of providing hospitality services to customers. The customers can be the travelers, foreigners, businessman, tourist, visitors, etc. Customers are mostly constrained in trying to get a room pass the night as the usual practice location, walk in and find out whether there is a vacant. In the case that here is no vacant room, you have to move to next closest hotel to enquire once more. So what happens if you move around sometimes very late in the night in search of a room and all close by hotels are fully booked? Other times you may be lucky to have the contact number of the hotel to reach them to book for a room. But do the hotel attendants really ensure to keep a room for you. You would be lucky to go and get a room for you. They are quick to serve those who walk in rather than those who may get access to them on phone to book a room. On other times too, if you have friends or family members in the area you want a room booked, they have to go and do the checking for you. There is no system in place that bonds the hotel and the customer that the customer has actually booked a room and for that matter he is guaranteed a room. This cam make customer really stranded especially if it is getting late in the night.

**Early Age of Hotel Management System in Nepal**

Nepal is rich in its beauty, cultural heritage, history, and religion. The fact that trip advisor keeps on listing Nepal as one of the most important country to visit. This has been reason why the hospitality industry is one of the booming industries in Nepal. This has made the hospitality industry as the main source of income for many people in both rural and urban areas. In Nepal, Hotel industries are one of the oldest industries. In past, there were Inns that used to provide large halls for the guest in which travelers had to make their own bed and sleep on the floor. Many of these inns used to provide food and beverage services which used to include traditional foods and drinks. The situation continued for several hundred years in Nepal.

Nepal Hotel was the first hotel that was established on 1951 in Jawalakhel, Patan. But do to some reason the Hotel runs for only one fiscal year. Later on many Hotel was established they are: “Royal Hotel “was established in Seto Durbar in 1951 by the Russian Businessman Mr. Boris Lisanevich. Later on in 1952 “Paras Hotel” and in 1954 “Snow Hotel “were established. The purposely established hotel was “Hotel Coronation “in 1956 at Bag bazar. In those days, Technology was not playing a great role in the hospitality management system. There were no such thing like mobiles or any other electronics devices to save data or many more. All the things like room booking or many more are all recorded in a register through paper work. Likewise there were no proper facilities and comfortable like now day. The management system of early age was very proper.

**Problem Faced in Early Age of Hotel Management system**

* Unskilled Manpower
* Non-technical customer
* No Internet Facilities
* Service was very slow
* Non digital payment system
* Hotel system couldn’t able to afford according to the customer need.

**Research Questions**

The following research questions are proposed in this study:

1. What are the main drivers for IT investments in restaurants/Hotel?

2. What are the main drivers for restaurant/Hotels’ IT efforts?

3. What is the top challenge facing restaurants/Hotel’ technology departments?

4. What are the point of sale (POS) Front of House (FOH) technology features used in restaurants/Hotels?

5. What is the importance of POS FOH technology features to the restaurants/Hotels operations by IT managers?

6. What are the point of sale (POS) Back of House (BOH) technology features used in restaurant/Hotels?

7. What is the importance of POS BOH technology features to the restaurants/Hotels’ operations by IT managers?

8. What are the perceptions of restaurant IT managers on mobile POS systems?

**Hypotheses**

Based on the research questions listed above the following hypotheses are developed:

1. HA1 = There is a significant difference in POS FOH technology features between chain restaurants/Hotels and independent restaurants.

2. HA2 = There is a significant difference in POS FOH technology features between restaurants/Hotels which identify themselves as innovators versus followers from a business perspective.

3. HA3 = There is a significant difference in POS FOH technology features between restaurants which identify themselves as innovators versus followers from a technology perspective. 6

4. HA4 = There is a significant difference in POS FOH technology features between restaurants with IT educated IT managers versus non-IT educated IT managers.

5. HB1 = There is a significant difference in POS BOH technology features between chain restaurants versus independent restaurants.

6. HB2 = There is a significant difference in POS BOH technology features between restaurants which identify themselves as innovators versus followers from a business perspective.

7. HB3 = There is a significant difference in POS BOH technology features between restaurants which identify themselves as innovators versus followers from a technology perspective.

8. HB4 = There is a significant difference in POS BOH technology features between restaurants with IT educated IT managers versus non-IT educated IT managers.

**Key features**

* User Management system

Give right to various users based on their departments

* Front Desk Operation

Manage front desk operations using our user-friendly software

* Manage Room Bookings

Manage and update rooms booked manually or when someone books a room from website.

* Manage Customers

Maintain full profile of customers.

* Rate Management

Maintain and track unlimited price lists of different categories of rooms and packages (Seasonal packages, Weekly packages, Monthly packages) easily.

* Manage Housekeeping laundry Kitchen

Maintain detailed records of housekeeping, laundry and kitchen.

* Manage Revenue

Keep an eye on profit records and make strategies.

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**5 reason to use technology in Hotel Management**

* Guests want convince
* Enable you guests to Access information and make request on their terms
* Improve Communication
* Enable your staff to provide superior service
* Hotel Technology is expected

**NEED FOR THE STUDY**

The tourism industry in Nepal is in growth stage and has a high potentiality to grow and equipped with the number of tourist destinations to attract domestic and international tourists. After emergence of low cost aircraft services, Nepal has more growth potential. However, the satisfaction level of the tourist is not high in terms of other countries. Nepal recorded a total of 1 million tourists in 2019, ranking 128th in the world absolute terms. That smaller countries regularly perform lower in a comparison of the absolute number of guests, is obvious. By putting the tourist numbers in relation to the population of Nepal, the result is much more comparable picture: With 0.042 tourists per resident, Nepal ranked 170th in the world. In South Asia, it ranked 5th. Nepal generated around 803.00 m US Dollar in the tourism sector alone. This corresponds to 2.6 percent of it’s the gross domestic product and approximately 2 percent of all international tourism receipts in South Asia. Therefore, Nepal tourism has strengthen to prepare to attract maximum number of domestic and international tourists. In this study, the IT plays a vital role in promoting, integrating and building brand loyalty in Nepal tourism. Government, entrepreneurs, management and employees in tourism and hospitality industry are the major contributors for the development of tourism.

**OBJECTIVES**

* To identify the role of ICT in Hotel industry.
* To find the gaps in level of usage of ICT in Hotel industry in Nepal.
* To analyses the opinion of industry top executives towards ICTs in tourism/Hotels in Nepal.
* To suggest measures to improve the profitability by implementing ICTs in Hotels industry.

**Gaps in ICTs hospitality industry**

* Most Nepal hospitality websites are not mobile ready.
* Top level managements are not aware of updated.
* ICTs employees are not trained in usage of ICT.
* Many of the enterprises are operating with the traditional tools.
* Majority of enterprises are not integrated with the updated ICTs.
* Most of enterprises are not utilizing social media for business development purpose.
* The internet connectivity is not available everywhere across the country.