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ADVANTAGES AND DISADVANTAGES OF USING INFORMATION TECHNOLOGY IN HOTEL AND RESTAURANT BUSINESS IN UKRAINE

Nowadays, information technology become more in more popular in the world. It is used everywhere – on the street, for example street navigators or gadget charging stations, at home, namely, "Smart Home" systems and robotic technology. We are going to speak about using such technologies in hotel and restaurant business, especially in Ukraine. There are a lot of different hotels and restaurants in Ukraine, and many of them have their special examples of application of information systems and technologies. All of these technologies have their own advantages and disadvantages; therefore, it is not surprising that they are so widely used in Ukraine.

The first disadvantage – Ukrainians do not have enough knowledge how to use the newest technologies, because this country is not so developed, as Korea or Switzerland. But there are a lot of opportunities to develop this sphere, so it will be not surprising, if Ukraine will be one of the first countries for the development of information and communication technologies.

The second, and the most important disadvantage – is that older generations do not know how to use information technology, which is provided in hotels and restaurants. Sometimes this is problematic, because, for example, it is difficult for them to book a hotel room or get some information using a QR code. The solution to this problem can be a short checklist for describing the sequence of all operations for the elderly.

The third minus of using technologies in hotels and restaurants – is that information technology will soon replace human work. Already today, one can observe the reduction of jobs for employees of hotels and restaurants.

Nevertheless, there are many more advantages. For example, the use of technology in hotels and restaurants saves a lot of time. You can book a place in hotel or restaurant, driving a car or watching a movie in the cinema. This way, you can combine several things at the same time.

It is also important to keep the health and safety of clients in mind. It is nice that clients can pay all the services with card, not using cash. It limits the spread of the virus to hotel or restaurant customers. Partial limitation of communication between clients and employees of establishments of the hotel and restaurant sector is also welcomed. For this, phones and tablets in every hotel room help, or the ability to order home delivery in restaurants. It is much more convenient and does not endanger anyone's life.

All in all, using information technologies in hotels and restaurants is a really good invention, especially in pandemic. It helps to safe many lives and safe everyone's time. The main solution to all problems will be training the older generation in information literacy and preserving jobs for people.