



Hotel Technology Stack Audit

Map every system your team uses, identify duplicate work, and uncover hidden operational friction.

How to use this worksheet

1. List the systems your hotel uses in each category.
2. Mark where data must be entered more than once.
3. Review the reflection questions on page 2 with your team.
4. Prioritize the one workflow you would simplify first.

Page 1 — Map Your Current Stack

Category	System / Vendor	Who Uses It?	Connected to Other Systems?	Duplicate Data Entry?
Reservations & PMS			☐ Yes ☐ No	☐ Yes ☐ No
Channel Distribution			☐ Yes ☐ No	☐ Yes ☐ No
Revenue & Pricing			☐ Yes ☐ No	☐ Yes ☐ No
Payments			☐ Yes ☐ No	☐ Yes ☐ No
Guest Messaging			☐ Yes ☐ No	☐ Yes ☐ No
Housekeeping			☐ Yes ☐ No	☐ Yes ☐ No
Reporting			☐ Yes ☐ No	☐ Yes ☐ No
Website & Booking Engine			☐ Yes ☐ No	☐ Yes ☐ No
Support Vendors			☐ Yes ☐ No	☐ Yes ☐ No

Prompt for your team: Where is your team entering the same information more than once?

Page 2 — Find the Friction

1. Where is information entered more than once?

2. Which systems require separate logins?

3. Where do reports or numbers not always match?

4. Which workflows require staff to switch between multiple systems?

5. When something breaks, how many vendors may need to be contacted?

6. Which system requires the most staff training?

Your Stack at a Glance

Total systems used	_____
Systems requiring duplicate entry	_____
Systems not connected to others	_____
Number of support vendors	_____
Workflow you would simplify first	_____

Tip: Review this worksheet in your next operations meeting. Hidden friction often shows up where systems don't connect, reports don't match, or staff must repeat the same work in multiple places.