

A man with a dark beard and short hair, wearing a light-colored button-down shirt, is looking down at a tablet computer he is holding with both hands. He is standing in what appears to be a bar or restaurant, with shelves of bottles and warm lighting visible in the blurred background. The overall mood is professional and focused.

Six Benefits of Combining Your PMS and POS



PMS and POS may only be one letter apart, but too often these two vital solutions are kept separate in a hotel's tech stack. Why?

Changing guest habits and industry dynamics have accelerated the importance of diversifying revenue, while advances in technology have pushed mobile point-of-sale and digital restaurant ordering to the top of the menu.

There's never been a better time to capitalize on the potential to boost revenue from your hotel food and beverage operations and other ancillary sources, and a modern hospitality cloud can help you achieve exactly that. That's why Mews POS powered by Bizzon is now a core part of Mews Hospitality Cloud.

What are the benefits of combining your PMS and POS in the same cloud platform?
Let's find out. →

Build better guest profiles

This is something you're going to read a lot more about in the coming months and years. 360-degree guest profiles are a gateway to improving customer loyalty and generating more revenue for your property.

A fully combined PMS/POS can give you a comprehensive and up-to-date overview of key information like your guests' spend history. Why is this important? With this data plugging into each guest profile, you'll be able to tailor upsells, service and experiences to every guest's purchase history.

If you know that on their last visit they bought a vegan burger from your restaurant, you can send them a pre-arrival email highlighting your newest vegan options. The more data you accumulate through your POS, the more power you can give to your PMS.



Cut the admin

There's already enough going on in your day-to-day at work. We're willing to bet good money that dealing with different vendors and providers isn't at the top of the list of things you enjoy doing – so why not make life a little simpler?

Choosing a hospitality cloud that combines PMS and POS functionality means that instead of two points of contact and two contracts, you only have to manage one. How you choose to reinvest this time is up to you, but we're sure you'll use it wisely.



Having this key functionality in the same platform as our PMS makes things so much easier. One platform means we no longer have to manage two separate billings, orders, guest profiles and account managers.

Francesco Bartolomei,
General Manager, Bush Hotel Farnham



Impress your guests

What's the main aim of the hospitality industry? Hopefully the first answer that springs to mind is: to make guests happy. All of us should be constantly searching for ways to improve the guest experience, and rolling your POS into your hospitality cloud can definitely help.

With changing guest expectations – particularly thanks to the payments revolution – comes the need for faster, frictionless payments. Room service can be as simple as a guest scanning a QR code in their room to bring up a menu and tapping on the items they want. No need for staff to bring up a card machine with the food, and no need for the guest to enter their payment details (again) online. If everything's connected, the bill is automatically added to that rich guest profile we already spoke about, ready to be charged automatically upon departure.



Run more powerful reports

It's the end of the month. You need to pull together various reports for a team meeting, and everyone wants to see key financials. First you log into your PMS and find RevPAR, ADR and anything else you need. Then, you have to log into your POS solution, run the revenue report and – if you have the time – reconcile that with your other reports so you can see accurate spend per guest.

Nope. A fully integrated solution means that all of your data is in one centralized and easy-to-analyze report. No separate logins required, no cross-checking the data to make sure everything matches. Just fast, clear reporting that gives your finance team a complete revenue overview.

Become a more agile team

We talk a lot about the importance of improving your guest experience – and rightly so – but it's also important to consider your staff, too. Integrated digital ordering and a fully mobile platform allow for more multitasking, which ultimately equals a more blended and stimulating role for your team and the ability to do more with a reduced staff.

Let's say a staff member is needed at the front desk but a guest wants to order a snack and drinks. No problem. The guest has multiple ways to order and pay: either entirely on their own mobile device with digital ordering, or the staff member can do everything they need to do without leaving the front desk. Convenient for the guest and efficient for your team.



Avoid disputed charges

Chargebacks can be inconvenient for you and frustrating for guests – especially when they're caused by someone being dishonest and trying to get out of paying for a bill themselves. With a combined PMS and POS, before a guest sends a charge to their room, you can make sure the room number they give you really is theirs.

When the two platforms are joined, all it takes is a few clicks to validate that their name and room number match. It's a simple way to reduce the risk of fraudulent charges and, even better, give guests more confidence in you and how you're protecting them.

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We chose Mews POS by Bizzon because we wanted to have everything in-house in one integrated system. It's going very well, in terms of ease, productivity and reliability.

Toni Drown, Food & Beverage Manager, The Gate Cornwall



Summing up

The bottom line is that by choosing a hospitality cloud with a built-in POS, you give yourself the potential for a more powerful, integrated guest experience while also streamlining processes for yourself and your teams.

The next logical question, then, is how do you choose which POS to use? We'd recommend Mews POS powered by Bizzon (naturally), but we've also put together a guide that covers **Five Things to Consider When Choosing a POS.**





About Mews

Mews has been transforming hospitality since 2012. What began in a single hotel in Prague now powers thousands of hotels around the world, as we pursue our mission to develop transformational solutions for brands and create remarkable experiences for guests.

Since the beginning we embraced being different. We're not simply a property management system, but a connected hospitality cloud with products across the hotel ecosystem and more integrations than anyone else.

From global hospitality brands to independent properties, hoteliers join Mews because they recognize the power of innovation. Properties like yours can benefit from hotel tech that drives efficiency, maximizes revenue, and improves guest happiness. Are you ready to discover your future?

Head to mews.com/en/demo and fill in the short form. One of our sales specialists will get back to you and arrange a time to show you around Mews Hospitality Cloud in more detail.

We can't wait to hear from you.

A smiling woman with long dark hair, wearing a dark green turtleneck and jeans, is sitting on the left. A smiling man with short brown hair and glasses, wearing a black jacket over a maroon sweater, is sitting on the right. They are both looking towards the camera. The background is a light-colored building with a window and a door.

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