Communication Convenience: A Change from Manual Messages to Modern Technology

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Abstract: *Hotels and inns employed paper messages in the past to inform visitors of important communications while the hosts were abroad. These paper slips enhanced the sense of being truly welcomed by not only conveying sentiments but also announcing the arrival of priceless goods and loving letters. Hotels and resorts have further adopted this custom by posting manual signs in common areas to advise visitors of announcements.*

The retirement of the analog copper-wire phone lines, which represents a significant transition in the hospitality industry, accelerates the decline of PBX systems in favor of more contemporary options, particularly mobile networks and VoIP. Innovating and adapting to these technological breakthroughs, hotels continue to do what they have always done: improve the visitor experience.

Keywords: Communication Convenience.

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