

# HTNG Property Web Services Workgroup Food & Beverage Ordering Team



## *Charter & Objectives*

The food and beverage ordering team creates, validates and refines a set of message specifications that allow a device to communicate with a POS system in order to create a F&B order in a POS system, to update an existing order, to receive status information, to update menu information from the POS system and to manage payment methods (Cash / CC / PMS).

A device can be an interactive menu board, an in-room TV, self service terminals, mobile devices used by guests, websites, IP phones in guest rooms or similar units.

## *Business Benefits*

- Give guests more control and choice ordering food and beverage items
- Provide additional ROI for new devices to generate revenue
- Give hotel guests ability to use different devices as means of self-service (website, kiosk, mobile device, in-room TV) and allow vendors of these devices to use the same specifications
- Allow hoteliers to re-use existing content in multiple locations for multiple purpose

## *Planned Deliverables*

- Write representative repository of use cases addressing all functionality needed to accomplish objective
- Adapting web services and message specifications contributed by MICROS for placing food and beverage orders from an external system by implementing the specific XML messages for each use case
- Plan to develop relevant certification documents

## *Participants*

Delaware North Companies  
Global Business Center, Inc.  
IBM Corporation  
MenuLogic  
MICROS Systems  
Newmarket International  
PAR Springer-Miller Systems  
TAC GmbH