The History of Hotel & Travel Technology

The complexity of hotel and travel technology runs deep. This diagram shows how technology has evolved throughout the industrial revolution. Innovation has been driven through crises and as we face today's COVID crisis we eagerly anticipate what new innovations will come.

WORLD EVENTS

INDUSTRIAL REVOLUTION 1760-1840 · WORLD WAR I 1914-1918 · WORLD WAR II 1939-1945 · COLD WAR 1947-1990 · 9/11 TERRORISM ATTACK 2001 · GLOBAL FINANCIAL CRISIS (GFC) 2007-2008 · COVID 2020

GLOBAL IMPACT

- Population growth
- Economy raise
- Urbanisation
- Real estate market boom (US)
- End of recession (US)
- Space exploration
- Arms race
- 1985 Schengen visa created
- Drop in travelers worldwide
- Increased travel security measures
- Surveillance
- GDPR and other data privacy regulations
- Global lockdown causes a 90% drop in international travel

HOTEL INDUSTRY EDUCATION / PROFESSION

- First Hotel School (Lausanne, Switzerland) ● 1890
- Cornell Hotel School Program ● 1922
- 1929 ● Hotelschool The Hague founded
- 1952 ● National Association of Hotel Accountants (NAHA) founded (later HFTP)

TECHNOLOGY DEVELOPMENT

- First Shower (The English Regency shower)
- Steam central heating (Franz San Galli)
- Invention of electricity
- Invention of Telephone
- First 'safe' passenger elevator was installed
- First electric vacuum cleaner
- Wright Brothers fly first plane
- Vacuum tube is invented
- Hot Water
- Invention of electric clothes washer (Alva Fisher)
- Willis Carrier pioneers the air conditioner
- Henry Ford launches T-Model Ford
- BOEING Founded
- First mass production of automobiles
- Invention of first electronic television
- Principle of photocopying (xerography) invented (Chester Carlson)
- The electric refrigerator is invented
- First primitive optical character recognition (OCR) scanning systems
- Peter Goldmark pioneers color television
- Invention of barcodes
- Electronic Numerical Integrator and Computer (ENIAC) was built
- Igor Sikorsky builds the first truly practical helicopter
- Credit Cards invented (John Biggins)
- Boeing 707 Launched
- Hypertext invented (Ted Nelson)
- LED (light-emitting diode)
- VISA founded
- Douglas Engelbart develops computer mouse
- First hotel credit card – Diners Club Card
- Growth of commercial aviation
- Eugene Polley invented the TV Remote Control
- IBM introduced "Shoebox" (Voice Recognition Tech)
- Shinkansen trains launched (Japan)
- Martin Cooper develops the first handheld cellphone
- James Dyson invents the bagless, cyclonic vacuum cleaner.
- IBM Creates first Floppy Disk
- First ATM (Barclays Bank, London)
- First computer virus (Creeper virus)
- First Email sent
- Beoing 747 First Flight
- First solar power station (France)
- First digital camera
- DEC PDP-11, developed
- Microsoft founded
- Compact Discs widely accepted
- First laser printer by Xerox
- Apple releases the Macintosh Computer
- First space shuttle launched
- IBM introduced first personal computer
- Sony Walkman launched
- Creation of Wavelan (Wifi) by NCR and AT&T
- First sensor-flushing toilets (Japan)
- Windows 1.0 was launched
- Introduction of Mosaic
- Introduction of the World Wide Web (Tim Berners-Lee)
- Disposal camera
- First Webpage created
- Debit card introduced
- First text message sent
- Global Network Navigator (GNN) launched (Tim O'Reilly)
- IBM Simon Personal Communicator '1st Smartphone'
- Amazon founded
- Sega Saturn and Sony PlayStation consoles
- First Mobile Phone (IBM Simon) released
- Yahoo founded
- VoIP invented
- eBay founded
- Netflix (only video on demand) launches
- AOL Instant Messenger launched
- Wi-Fi Protocols becomes public
- Google founded
- Alibaba.com launches
- First version of the PayPal electronic payments system was launched
- PayPal founded
- First Space Tourist (Dennis Tito)
- Wikipedia online encyclopedia is founded
- Google launches AdWords
- Mass adoption of broadband Internet across the developed world
- Launch of Google Maps
- Reddit launches
- Launch of Wi-Fi
- Amazon.com launches Kindle electronic e-book
- Twitter launches
- Amazon Web Services
- First Adblock launched
- Facebook founded
- Launch of Youtube
- Amazon launches Amazon Prime
- AmazonFresh launches (Seattle)
- Netflix starts offering video streaming
- Apple launches iPhone
- Skype offers HD video conferencing
- Bitcoin launches
- Mobile apps founded
- 3D TV starts to become more widely available
- Microsoft released Microsoft Azure
- Instagram
- Apple launches iPad
- Pinterest launches
- Facebook acquires Instagram for $1 billion
- Tinder launches
- Stripe launches
- Snapchat launches
- Google+ launches
- Apple launched Siri
- WeChat launched by Tencent
- Google Voice Search launched
- Google launches Android Pay
- Google Hangouts launches
- Vine launches
- VR technology
- Facebook launches Messenger Platform
- Apple Pay launched
- Amazon Alexa released
- Google+ shuts down
- Google Home Release
- Rise of contactless technologies
- TikTok launches

HOSPITALITY INDUSTRY TECHNOLOGY

- First hotel of its kind to feature indoor plumbing for guests (Tremont Hotel of Boston)
- The Sagamore Hotel on Lake George in NY State was the first hotel to provide electricity to all guest rooms
- The Netherland Hotel, NYC, introduces the first in-room telephones
- The Savoy London, the first luxury hotel in Britain, offered electric lights throughout the building, electric lifts, bathrooms in most rooms with hot and cold water
- Installation of steam central heating (Le Grand Hotel Paris)
- Electricity becomes widely available in hotels
- Goring Hotel, London, first hotel to offer en-suite bathrooms
- In room radios become available at Hotel Statler, Boston. (Boston Park Plaza Hotel)
- The Roosevelt Hotel NYC, first hotel in the world to install TV's
- Westin Hotels debuts first guest credit card
- The Adolphus Hotel, Dallas, first hotel in the world to offer Air-Conditioning
- HILTON - First to introduce direct dial telephone service
- SABRE founded as the first online reservations system by American Airlines
- First automated electronic reservation system introduced by Sheraton
- ARPANet was established (California, USA)
- First Integrated Mini Bar introduced by Madison Hotel, Washington DC
- HITEC founded
- Sheraton Anaheim, first hotel to offer free in-room movies
- Launch of CSNET (by NSF, USA)
- Sarnes invented the VingCard, the world's first recordable key card door lock.
- Westin first to support use of major credit cards for reservations & check-out
- VingCard invents the optical electronic key card
- Domain Name System (DNS) invented (Paul Mockapetris)
- eAAsy Sabre launched
- First telephones for hotel rooms (Teledex Corp.)
- Choice and Holiday Inn are first to introduce online booking capability
- Choice Hotels International and Promus, first to offer guests real-time access to central reservations
- The first Vacation Rental by Owner (VRBO) is listed on the Internet (Aurora, Colorado)
- Internet Travel Network (ITN) oversees the first airline ticket booking made over the web
- HEDNA founded
- Debut of the first online hotel catalog (Travelweb.com)
- First hotel website launched (Hyatt and Promus Hotel Corporation)
- HTNG founded
- HFTP founded. (Formerly NAHA)
- Expedia launched (founded from within Microsoft)
- Travelocity website launched
- Shiji Founded
- Alaska Airlines, first to offer online check-in.
- Together with Intelity, Choice Hotels are first to introduce the mobile hotel app
- Hyatt offer customer service through social media platforms including Private Messaging
- First in-room iPad (The Plaza Hotel NYC)
- Oracle announces Oracle Cloud
- Hyatt uses Messenger to interact with guests
- Conrad Hotels & Resorts launch first service enabled brand app
- Guest Room Keyless Entry
- First Robot hotel opens in Japan (Henn-na Hotel)
- Mews acquires Base7booking (formerly trivago)

HOTEL ECOMMERCIAL ECOSYSTEM

- 1889 The Savoy London opened
- 1906 The Ritz London opened
- 1907 Hotel Adlon Berlin opened
- 1912 Titanic sinks
- 1928 PAN-AM First airline to start international flights. Between US & Central / South America
- 1931 *ASTA (*American Society of Travel Agents) founded
- 1945 IATA founded
- 1946 Best Western Hotels founded
- 1946 Avis Rent a Car Starts as first airport car rental service
- 1961 TWA Introduces regularly scheduled in-flight movies
- 1969 Westin first chain to introduce 24 HR room service
- 1972 Start of modern airport and airline security
- 1979 Texas International Airlines created the first frequent-flyer program using milage tracking to give 'rewards' to its passengers
- American Airlines debuts their Dynamic Inventory and Maintenance Optimizer system (DINAMO)
- 1983 Eric Orkin launches Delphi Management Systems
- 1985 The Ritz Carlton founded
- 1987 Amadeus founded to act as a neutral global distribution system (GDS) by Air France, Iberia, Lufthansa & SAS
- 1990 Worldspan formed by Delta, Northwest & TWA Airlines
- 1996 Launch of Lastminute.com
- 1998 Cheapflights (later Momondo) launched
- 1998 Launch of Travelocity.com
- 1999 Ctrip launched
- Event founded
- Alibaba founded
- TripAdvisor launched
- 2000 Launch of Baidu
- 2004 Kayak Metasearch launched
- 2005 Trivago founded
- 2008 Airbnb Founded
- 2009 Virgin Airlines airline to offer in-flight wifi
- Kayak first to offer mobile travel booking via iOs app
- 2010 Delta Airlines launches social media ticket sales
- 2012 Airbnb launched "Neighborhoods"
- 2013 Expedia acquires 62% of trivago
- 2012 K.L.M. Royal Dutch Airlines starts Meet & Seat, a way to select seats based on the social profiles (Linkedin or Facebook) of fellow passengers
- 2015 Expedia acquires Travelocity
- 2017 Amadeus acquires TravelClick
- 2018 Shiji Group receives $486 million investment from Alibaba Group

HOTEL MARKET

- 1841 *First Travel Agency opened - Abreu Agency, established in Porto by Bernardo Abreu*
- 1849 *IH&RA (International Hotel & Restaurant Association) founded*
- 1886 *Michelin Guide was founded*
- 1908 *The Statler Hotel Company*
- 1910 *The American Hotel Protective Association was founded*
- 1917 *American Hotel Association created*
- 1919 *Conrad HILTON opened first hotel in Texas*
- 1925 *The first motel opened in San Luis Obispo, California.*
- 1926 *Introduction of USALI*
- 1927 *Marriott International was founded*
- *HSMAI founded (US)*
- 1929 *The Disney brothers reincorporated under the name Walt Disney Productions*
- 1930 *Waldorf Astoria Introduces Room Service*
- 1952 *Construction of the first casino hotels*
- *First Holiday Inn*
- 1954 *Holiday Inn Franchising started*
- 1957 *Hyatt Hotels Founded*
- 1960 *ITT (Sheraton) buys St Regis New York to build Its Luxury Division*
- 1962 *G6 Hospitality / Motel 6 founded*
- 1966 *Southwest Airlines was founded*
- 1967 *Accor Hotels founded*
- 1971 *Shangri-La group founded*
- 1970 *HSMA Germany founded*
- 1975 *Foundation of the World Tourism Organisation (WTO)*
- 1983 *The Ritz Carlton founded*
- *First Boutique Hotel opens in NY (Ian Schrager & Steve Rubell)*
- 1985 *Ryanair founded*
- *First Eco Label in Tourism (Blue Flag)*
- 1993 *MGM Grand Las Vegas opens*
- 2007 *HOTREC founded*
- 2008 *ReviewPro founded*
- *Groupon founded*
- 2012 *Airbnb launched "Neighborhoods"*
- 2013 *Priceline acquires Kayak ($1.8 bn)*
- 2015 *Shanghai Jin Jiang International Hotels Group acquires Louvre Hotels Group*
- *Wyndham Hotel Group acquires Dolce Hotels & Resorts*
- 2016 *Starwood Marriott Merger*
- *Chinese HNA Tourism Group acquires Carlson Hospitality Group*
- *AccorHotels Group acquires FRHI Hotels & Resorts and its Fairmont, Raffles and Swissôtel brands*
- 2017 *Shiji Group acquired ReviewPro*
- *Hyatt Hotels Corp. acquires Miraval Group*
- *AccorHotels acquires Mövenpick Hotels & Resorts*
- *Minor International purchases of 94.1% of Spain's NH Hotels*
- 2019 *Thomas Cook Bankruptcy*
- *Best Western acquired WorldHotels*
- 2020 *Airbnb's internal validation lowered from $31bn to $26bn*
- *Airbnb filed for IPO*
- *Huazhu Group acquires Deutsche Hospitality*
- *IHG acquires Six Senses Hotels Resorts Spas from Pegasus Capital Advisors for $300 million.*

DATE

1780 · 1800 · 1900 · 2000 · 2020

1810 · 1831 · 1855 · 1857 · 1876 · 1880 · 1889 · 1894 · 1901 · 1903 · 1904 · 1905 · 1906 · 1907 · 1908 · 1910 · 1914 · 1916 · 1920 · 1927 · 1928 · 1931 · 1938 · 1939 · 1946 · 1947 · 1949 · 1950 · 1955 · 1957 · 1958 · 1960 · 1962 · 1963 · 1964 · 1965 · 1967 · 1969 · 1971 · 1972 · 1973 · 1974 · 1975 · 1976 · 1977 · 1979 · 1981 · 1983 · 1984 · 1985 · 1986 · 1987 · 1990 · 1991 · 1992 · 1993 · 1994 · 1995 · 1996 · 1997 · 1998 · 1999 · 2000 · 2001 · 2002 · 2004 · 2005 · 2006 · 2007 · 2008 · 2009 · 2010 · 2011 · 2012 · 2013 · 2014 · 2015 · 2016 · 2017 · 2018 · 2019 · 2020

techtalk.travel IN COLLABORATION WITH Shiji & HOTELSCHOOL THE HAGUE Hospitality Business School

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