A SYSTEM FOR MANAGEMENT, MONITORING AND CONTROL OF HOTEL AMENITIES AND A METHOD THEREOF

FIELD OF INVENTION

The present invention relates to the field of hospitality services.

Particularly, the invention relates to the field of guest communication in hospitality services.

Still particularly, the present invention relates to an interface for unifying all amenities in a hotel.

DEFINITIONS OF TERMS USED IN THE SPECIFICATION

The expression '**Amenities**' in this specification is used to refer to the services and facilities provided by the hotel for the convenience of their guests and in return to increase the guest satisfaction.

The expression '**Enabling/ Disabling**' in this specification is used to refer to activation and deactivation of the use of a certain amenity in a room based on the preference of the guest.

The expression '**Hotel**' in this specification is used to refer to an accommodation, a lodging, stay, a hotel or a resort whether in the form of a single building or a property spread across a particular area. The expression 'hotel' can be extended and applied to a residence, a guest house, a hostel, a boarding house, a bungalow, an apartment, a building, a housing society having two or more buildings and the like.

The expression '**Guest**' in this specification is used to refer to any person staying temporarily or permanently, in the hotel defined above.

BACKGROUND OF THE INVENTION

Hospitality systems provide services which typically aim at making the stay of guests more comfortable and pleasing.

Typically, in today's scenario hospitality systems provide guests with many luxuries including air conditioning, television, phone, music and video players, automatic lighting systems, locking systems and the like. Services including food, housekeeping, emergency, travel desk and the like can also be availed by reaching out to the respective telephone extensions of these services. Keeping track of remote controls for plurality of electrical and electronic gadgets as well as the different service numbers creates discomfort for guests.

Also, providing a common/single interface for guests is again more convenient for the guests as he/she can avail all the services through a single means. If this means is portable it is more comfortable and increases the pleasure of staying in the hotel.

Maintenance of these electronic and electrical gadget's is an overhead for the owners of hospitality services as replacing the batteries for the remote controls of these gadgets for each of the room and tracking the failures demands extra effort. Moreover, tracking any change to any of the services and facilities creates overhead for the management.

There is therefore felt a need to find a way to integrate these devices with existing in-room hotel systems to create better guest experience. A single, user friendly interface with which guests can avail all amenities implemented on a menu or icon driven touch screen system proves very handy for users. The guests should be able to request for services by just one touch on the device. This device can easily be updated if there are changes in the settings and management of each of the services and facilities.

OBJECT OF THE INVENTION

It is an object of the present invention to provide a single, user friendly interface which can control and monitor all amenities including appliances, gadgets, entertainment services and the like in a room.

It is still another object of the present invention to provide a single platform for a user to operate and control electronic devices, electrical gadgets and the like.

It is still another object of the present invention to increase the guest experience.

It is still another object of the present invention to provide a single device which can display the information in a language requested by the guest.

SUMMARY OF THE INVENTION

The present invention envisages a system for management, monitoring and control of hotel amenities for providing guests staying in discrete hotel

rooms access to a plurality of amenities through a single interface, the system comprising at least one controller and a plurality of portable devices,

- portable devices resident in the hotel rooms adapted to provide a single point of access for controlling the use of the amenities, the devices having:
    i. display means to discretely display various amenities available in the hotel;
    ii. selector means adapted to be enabled by the guests to select a displayed amenity;
    iii. transmitting means adapted to transmit a request for the selected amenity;
- the controller comprising:
    i. receiver means to receive the transmitted user based signals from the portable devices;
    ii. enabling and disabling means adapted to enable or disable use of a selected hotel amenity based on the received user based signal for the benefit of the user; and
- interface to provide a communication channel between the portable device and the controller.

Typically, the portable device is a battery operated wireless touch screen device.

Typically, the amenities include the electronic and electrical devices, telephony, intelligent controls, temperature controls, drapery controls, lighting controls, door controls, door strike controls, do not disturb sign controls, housekeeping services, aroma controls, butler services, travel desk

services, billing services, wake-up services, maintenance services, booking services, beauty services, restaurant services, laundry services, room services, gaming services, video on demand services, audio on demand services, souvenir shopping services, front desk services, book on demand services, conferencing services and VOIP services.

Typically, the display means displays the available amenities using an icon based and/or a menu based user interface.

Typically, the selector means comprising touch screens, keypads and audio receivers.

Typically, the interface is a real-time two-way communication based wireless interface.

Typically, the communication signals carried on the wireless interface are encrypted for enhanced security.

Typically, the controller is located within the room, outside the room or partially in the room.

Typically, each of the amenities co-operate with discrete controlling means connected to the controller.

Typically, the controlling means is connected to the controller using an RS232 interface.

Typically, the controller is connected to the utility servers by means of a local area network.

Typically, the controller includes a Wi-Fi Access Point adapted to facilitate communication and data synchronization between the controller and the hotel room amenities.

Typically, the Wi-Fi Access Point is further adapted to provide wireless Internet access in the room.

Typically, the portable device comprises a billing and payment interface adapted to enable the users to make payment and receive acknowledgement for the payment from the device itself.

Typically, the portable device comprises a repository for storing a plurality of audio/video files for viewing on the electronic devices.

Typically, the controller comprises alarming means to provide audio and visual alarms/ alerts to the various controlling means provided in each room and to the hotel management so that in case of an emergency guest safety can be ensured.

Typically, the system comprises advertising means for displaying advertisements of various vendors on the device.

Typically, the system comprises optimization means to efficiently control the operations of the amenities to save energy.

Typically, the portable device includes an RFID tag for tracking the position of the device.

Typically, the in-room non-complimentary consumables are RFID tagged.

In accordance with the present invention there is provided a method for management, monitoring and control of hotel amenities for providing guest staying in discrete hotel rooms access to a plurality of hotel amenities through a single interface, the method comprising the following steps:

- displaying the various amenities available in the room;
- selecting a displayed amenity and the desired operation;
- transmitting the user based signal consisting of the selected amenity and the desired operation;
- receiving the transmitted user based signal; and
- enabling and disabling the selected amenity based on the received user based signal for the benefit of the user.

Typically, the step of displaying the various amenities includes the step of displaying the amenities via an icon based or menu based interface.

Typically, the step of displaying the various amenities includes the step of displaying the amenities in a language of the user's choice via a menu based interface.

BRIEF DESCRIPTION OF THE ACCOMPANYING DRAWINGS

The hospitality system in accordance with the present invention can be described with the help of accompanying drawings, in which:

FIGURE 1 illustrates a schematic of the system for providing a single interface for controlling the use of amenities provided in a hotel room, in accordance with the present invention;

FIGURE 2 is a block diagram showing the interconnection of the system in accordance with the present invention; and

FIGURE 3 illustrates a flow chart showing the steps for providing a single interface for controlling the use of amenities provided in a hotel room, in accordance with the present invention.

DETAILED DESCRIPTION

The present invention envisages a system for providing a single interface for accessing a plurality of hotel amenities provided to guests staying in discrete hotel rooms.

Particularly, the system in accordance with this invention is a user friendly interface which can be availed typically through a menu or icon driven touch screen wireless or wired communication device which can either be embedded in or mounted on a wall or can be portable. In accordance with the preferred embodiment of the present invention, guests can use this device for controlling the use of the amenities in a hotel room.

Referring to the accompanying drawings, **FIGURE 1** gives a high level view of the system **100** for management, monitoring and control of hotel amenities through a single interface.

The system as represented by reference numeral **100** comprises at least one controller **112** and a plurality of portable devices **102** provided to guests staying in discrete hotel rooms and a communication interface **110** to provide a communication channel between the portable device and the controller.

The portable devices **102** are resident in the hotel rooms and provide a single point of access for controlling the use of the hotel amenities. In accordance with one aspect of the present invention, the portable device **102** is typically, either a menu or icon driven touch screen device with cascading screens for multiple options for controlling the use of amenities.

The portable devices **102** consists of:

- a display means **104** to discretely display various amenities represented by reference numeral **118** available in the hotel;
- selector means **106** which may be enabled by the guests to select a displayed amenity. The selector means includes touch screens, keypads and audio receivers based input; and
- transmitting means **108** adapted to wirelessly transmit a request for the selected amenity.

In accordance with one aspect of the present invention, the portable device **102** comprises a repository for storing a plurality of audio/video files for viewing on the electronic devices. Thus, guests can select a wide range of audio and video files locally from the portable device itself.

The controller **112** may be located within the room, outside the room or partially inside the room and consists of:

- receiver means **114** to receive the transmitted signals from the portable devices; and
- enabling and disabling means **116** to enable or disable use of a selected hotel amenity based on the received signal for the benefit of the guests.

The communication interface **110** is a two-way communication based wireless interface, typically a Wi-Fi communication channel. Being a two-way communication channel it enables the controller **112** and the portable device **102** to communication with each other. Additionally, the communication between the controller **112** and the portable device **102** is encrypted by the communication interface **110** before sending to either of the devices i.e. controller or the portable device for enhanced security over the wireless communication interface **110**. Thus, due to encryption of the communication no hacker can either hack the Wi-Fi network or send commands to the controller **112** to enable or disable the security of the hotel room or hotel at large.

FIGURE 2 illustrates a block diagram of the controller **112** and its various interfaces.

The controller **112** wirelessly connects to the portable device **102** using the Wi-Fi technology. The controller **112** includes a Wi-Fi Access Point **204** which facilitates the communication and data synchronization between the portable devices **102**, the controller **112** and the hotel amenities **210**. In addition, the Wi-Fi access point **204** provides wireless Internet access in the hotel room.

The controller **112** co-operates with a plurality of discrete controlling means **202** which act like an interface between the controller and the electrical and electronic amenities. For instance, the lightening controlling means **202** is used for controlling the brightness and the color of the hotel room lighting as per the needs of the guest. Similarly, there are separate controlling means for drapes, electronic gadgets, door controls and the like. The controller **112**

interfaces with these controlling means using an **RS 232** interface **200**. Typically, the different amenities controlled by the controller **112** through the RS232 serial port communication are GSM FCT router, television, music-DVD-Radio-Music Files, IR emitter, lighting controller, drapes, door strike and the like.

The controller **112** comprises an optimization means **120** to efficiently control the operations of the amenities, for instance if a hotel guest wants to view a movie using the video on demand service, the controller **112** facilitates the playing of the selected movie on the television and further the optimization means **120** enhances the guest experience by changing the hotel room lighting suitable to the ambience, draws the drapes/curtains and automatically turns the do not disturb sign ON. In addition, the optimization means **120** aids in saving energy, for instance if the guest is not using the bathroom however the bathroom light is ON, the optimization means **120** after a pre-determined time detects the activity in the room and automatically turns the bathroom light OFF thus saving energy.

In addition, the controller comprises of a billing and payment means **206** which tracks all transactions performed by the guests including the transactions performed outside the hotel room or purchase of souvenirs. For instance, if the guest accesses the restaurant area and requests to add the bill to his account, an interim bill is generated and added to the final billing of the guest by the billing and payment means **206**. Also, during checkout if the guest requests for the final billing via the portable device **102** he/she can make the payment using the interface provided by the billing and the payment means **206** and receive the acknowledgement for the payment from

the portable device itself. As soon as the payment is accepted the refrigerator gets automatically locked and notification is sent to housekeeping and front desk services. Typically, housekeeping will be notified to collect the luggage and check the amenities in the room and usage of products kept in the refrigerator. On notification from housekeeping, front desk will keep the hardcopy of the bills ready. In case of any disputes the front office will make necessary adjustments.

Also, the consumables and the in-room utilities like the hair dryers, iron, electric kettle, electric shavers and the non-complimentary items are tagged with RFID (Radio Frequency Identification) tags to enable the tracing of these non-complimentary items. The controller **112** keeps a track of these items and in case they are not detected within the room the price of the item is notified to the payment and billing means **206** and added to the final bill of the guest and in addition the Front Desk of the hotel is also informed of the same.

Additionally, the portable device **102** also has an RFID tag to ensure that the portable device is not misplaced or taken outside the room. The RFID tag of the portable device **102** is tracked by the controller **112** and in event of its loss the controller **112** can trace its location.

Further, the system includes an alarming means (not shown in the Figures) which generates alerts/alarms for the controllers **112** to indicate a warning or a security threat. The alarms are audio and visual based. Typically, in alarm or alert cases the camera either in built in the portable device **102** or an IP camera/webcam accessible by local area network can be turned on to check the safety of the guests and to provide aid and help in evacuation in case of

emergency. The cameras help the hotel management to get a view/room plan of each of the rooms and exactly spot the area where the threat is found, for instance in case of fire the hotel management will know that the fire has started in room no X near the window.

Additionally, the controller **112** connects through local area network **208** to the various non-electronic and non-electrical amenities **210** preferably utilizing WiFi technology. These amenities **210** include the IP camera, Internet connectivity, Anti-theft and Maintenance Services, Video on Demand service, Hospitality Management Integration services and the like.

In accordance with the another aspect of the present invention, the menus or icons on the portable device preferably include but are not limited to options for choosing controls, services, facilities and utilities based amenities.

In accordance with this present invention, the portable device **102** can provide access to at least the following **control amenities**:

- Control for television: This includes controls for channel surfing, volume, contrasts, brightness, channel tuning and the like. Typically, channel tuning can be performed by at least name or iconic logo.
- Control for DVD players: This includes controls for play, forward, rewind, pause, eject and the like
- Control for music systems: This includes controls for play, forward, rewind, pause, eject, volume, CD changer and the like.
- Intelligent Controls: In accordance with the present invention, the portable device can be used for changing the mode of operation of the television to adapt to the right source. Typically, the device will

automatically change the mode of operation of television to AV when video on demand is selected.

- Control for added sound experience: Effects including stereo, theater, sound absorption and the like.
- Control for air conditioning: This includes turning on and off the air conditioner, temperature and humidity controls and the like.
- Control for lighting systems: This includes automatic turning on and off of lights based on the time, adjustment of brightness and color of light as per the users emotions, automatic turning on and off of power supply as the user enters or leaves the room and the like.
- Control for drapes and curtains: This includes automatic drawing and opening of curtains, rolling of curtains and drapes and the like
- Control for locks: This includes automatic locking of front door, locker, wardrobe, refrigerator and the like as the user leaves the room. Automatic unlocking of front door can be achieved by the portable device **102**. In accordance with the preferred embodiment of the present invention, automatic unlocking provision is given for allowing entry to a visitor after viewing his/her video on the portable device **102**.
- Control for aroma: In accordance with the present invention, the portable device **102** can connect to aroma emitting devices and enable the users to choose the type and intensity of the fragrance according to his preference. Also provision can be given to mix multiple fragrances in user's preferred compositions.
- Control for massaging equipment: In accordance with the present invention, the portable device **102** can control the massaging mode, intensity, vibration, recline of the equipment and the like.

- Control of bed movements: In accordance with the present invention, reclining of the bed can be controlled through this interface.
- SMS Controls: In accordance with the preferred embodiment of the present invention, users can control electronic gadgets by typically using the messaging system. Specifically users can send an SMS to the controller of the system to put on the air conditioner via the Wi-Fi interface. Similarly the controller can accept commands on SMS and act accordingly. On the other hand the system can send the status of some of the electronic devices through SMS.
- Internet Controls: Internet can be surfed using the portable device **102**. The touch screen becomes the track pad and keyboard for the user when there is a need to surf the Internet. The hotel room TV becomes the display and the browser window opens up there.

Service Amenities:

In accordance with the present invention, the portable device **102** can provide control and access to at least the below Services amenities:

- Housekeeping including laundry services, shoe shine, making up the room, request for toiletries, request for newspaper, magazines and the like.
- Emergency services including medical assistance, medicines, first aid, electronic failures, security services and the like. Typically, in case of emergency evacuation a message can be displayed on the television and an alarm can also be played on the television so that the hotel admin does not have to call every guest in the room. Further if the television is in

switched off or stand by mode it can be put on and the message will be displayed.

- Front Desk services including call forwarding, missed call alerts, provision for voicemail, wake-up calls, visitor notifications, reservations, billing and the like.
- Restaurant services including order placements, table booking for the restaurants, cultural event notifications and the like
- Travel desk services including ticket bookings, call for taxi and transport, guide provision and the like.

Facilities based Amenities:

In accordance with the present invention, the interface can provide control and access to at least the below facilities based amenities:

- Library: In accordance with the present invention, guests can browse the interface provided by the portable device **102** to view the list of books available in the library and call for the same. They can also check the status of the book and incase they are not available they can reserve the books.
- Video and audio on demand: In accordance with the present invention, guests can browse the available DVDs, CDs, MP3s and the like and the selection will be played on the guest's television. Play lists of the selected audio and video songs can also be compiled and played on the guest's television. Moreover, guests can also search for a particular song by searching using keywords including actors name, director's name, songs title, movie title and the like. Details of the selected song including movie title, names of actors, director, composer and the like can also be

viewed. Guests can pause, rewind and forward the on demand files as per their wish.

- Live meeting, VoIP and video conferencing: In accordance with the present invention, guests can connect to business meetings from the comfort of their room through video conferencing and the like.
- Making phone calls: The portable device will enable the guests to make local, national and international calls.
- Beauty and fitness facilities: In accordance with the present invention, guests can take appointments for beauty treatments and information about the fitness facilities and their timings can be browsed through the portable device **102** interface.

Utilities based Amenities:

In accordance with the present invention, the portable device **102** can provide at least the below Utilities based Amenities:

- Alarm systems : This includes wake-up as well as travel notifications
- Forex updates: This includes updated FX conversion information for all major currencies.
- Currency and metric converters: This includes provision for currency and metric conversions.
- Calculators
- Language translators: This provision can be provided for guests to browse the information on the interface in the language of their choice.
- Ticker news updates
- Stock market updates

- Non occupied room monitoring: In case of non -occupied rooms, the camera inbuilt in the portable device or IP camera/Webcam can be turned on for checking unauthorized occupancy.

In addition to the above aspects, the controller **112** tracks all the transaction done through the portable device **102** interface. Paid transactions are saved to the billing account of the guest. At the time of checkout or final settlement all the bills are added with the necessary taxes and a final bill is generated by this server.

This controller **112** acts as a central control for the hotel and can prioritize the service requests of use of hotel amenities received from multiple rooms. In accordance with the preferred embodiment of the present invention, if two amenity requests, one for medical assistance and other for food ordering are placed, the controller **112** will give high priority to medical assistance. Also, the priority can be implemented according to class of the hotel rooms for instance if it's a deluxe room, executive room or a suite.

In accordance with the present invention, the controller **112** integrates the portable device **102** with the hospitality management server which is the server which integrates the hotel rooms with the other departments of the hotel like restaurant, front desk, travel desk and the like. Thus, the controller can furnishes status messages regarding service requests to the portable device for instance, if a guest has placed an order for food, then he will be advised of the delivery timing and status thus creating greater guest experience. Moreover, the integration enables the hotel staff to publish

announcements regarding events and general guidelines on the portable device interfaces which can be retrieved by the guest at his convenience.

In addition, the controller **112** due to its interface with the hospitality management server can receive the details of the missed calls received for the guests, messages from visitors, voicemail alerts and the like from the front office in the form of a text message and further send it to the portable device of that guest. These messages can be retrieved as per the guest's convenience.

In accordance with the present invention there is provided a method for management, monitoring and control of hotel amenities for providing guest staying in discrete hotel rooms' access to a plurality of hotel amenities through a single interface, the method comprising the following steps as seen in **FIGURE 3**:

- displaying the various amenities available in the room, **1000**;
- selecting a displayed amenity and the desired operation, **1002**;
- transmitting the guest based signal consisting of the selected amenity and the desired operation, **1004**;
- receiving the transmitted signal, **1006**; and
- enabling and disabling the selected amenity based on the received signal for the benefit of the guest, **1008**.

TECHNICAL ADVANCEMENTS

The technical advancements for the present invention include:

- providing a single, user friendly portable device which can control the use of a plurality of amenities in a hotel room;

- providing a single portable device typically icon or menu driven touch screen interface for controlling the use of the plurality of amenities in a hotel room;
- providing a single platform for guests to operate and control electronic devices, electrical gadgets and the like. In accordance with the preferred embodiment of the present invention, the wireless touch screen device will be a single interface for controlling television, DVD players, audio systems, air conditioning and the like in a room;
- increasing guest experience by changing the aroma, light settings relative to brightness and color, as per the guest's disposition. In accordance with the preferred embodiment of the present invention, the guest can change the color of the lighting system as per his liking; the brightness of the lights can automatically change depending on the moods of the guest;
- providing a single device for accessing all services typically related to hospitality industry including all housekeeping services (request for making the bed, towels, toiletries, shoe shine and the like), emergency services (medical aids, gadget failures, security failures and the like), front desk services (reservations, call facilities, billing and the like), library, video and audio services, beauty and fitness services and the like;
- providing a single device for accessing all facilities typically related to hospitality industry including food ordering facility, travel desk, table reservations and the like;
- providing a single device for communication typically between the hospitality system and the guests (missed call alerts, voicemails,

announcements, notifications) and also among the guests of the system. In accordance with the preferred embodiment of the present invention, the guest will receive notifications of the status of their service requests on this device;

- providing a single device for connecting to the internet services including video conferencing, net meeting, VoIP and the like;
- providing a single device for controlling drapes, curtains, bed movements and the like typically related to hospitality industry;
- providing a single device which can display the information in a language preferred by the guest;
- storing the transaction history for all the room interfaces;
- providing a single device for facilitating utilities like wake-up alarms, calculators, currency and metric converters, forex updates, travel alarms, lockers, centralized locking, automatic turning on and off of power supply and the like;
- in accordance with the preferred embodiment of the present invention, the overhead of printing and maintaining menus, hotel information, phone extensions, general guidelines and the like can be eliminated by uploading the information on the portable device;
- the language translation provided by the portable device can aid the non-English speaking guests;
- monitoring of unauthorized occupancy and provision of alerting the guests in case of threats can be achieved;
- in case of emergency evacuation a message can be displayed on the television and an alarm can also be played on the television so that the hotel admin does not have to call every guest in the room. Further if

the television is in switched off or stand by mode it can be put on and the message will be displayed; and

- video of visitors can be seen on the touch screen device and if the guest wishes to allow entry the door of the room will automatically be unlocked.

While considerable emphasis has been placed herein on the components and component parts of the preferred embodiments, it will be appreciated that many embodiments can be made and that many changes can be made in the preferred embodiments without departing from the principles of the invention. These and other changes in the preferred embodiment as well as other embodiments of the invention will be apparent to those skilled in the art from the disclosure herein, whereby it is to be distinctly understood that the foregoing descriptive matter is to be interpreted merely as illustrative of the invention and not as a limitation.

CLAIMS:

1. A system for management, monitoring and control of hotel amenities for providing guests staying in discrete hotel rooms access to a plurality of amenities through a single interface, said system comprising at least one controller and a plurality of portable devices,
    - portable devices resident in hotel rooms adapted to provide a single point of access for controlling the use of the amenities, said devices having:
        i. display means to discretely display various amenities available in the hotel;
        ii. selector means adapted to be enabled by the guests to select a displayed amenity;
        iii. transmitting means adapted to transmit a request for the selected amenity;
    - the controller comprising:
        i. receiver means to receive the transmitted signals from said portable devices;
        ii. enabling and disabling means adapted to enable or disable use of a selected hotel amenity based on the received signals for the benefit of the guests; and
    - communication interface to provide a communication channel between said portable device and said controller.

2. The system as claimed in claim 1, wherein said portable device is a battery operated wireless touch screen device.

3. The system as claimed in claim 1, wherein the amenities include the electronic and electrical devices, telephony, intelligent controls, temperature controls, drapery controls, lighting controls, door controls, door strike controls, do not disturb sign controls, housekeeping services, aroma controls, butler services, travel desk services, billing services, wake-up services, maintenance services, booking services, beauty services, restaurant services, laundry services, room services, gaming services, video on demand services, audio on demand services, souvenir shopping services, front desk services, book on demand services, conferencing services and VOIP services.

4. The system as claimed in claim 1, wherein said display means displays the available amenities using an icon based and/or a menu based user interface.

5. The system as claimed in claim 1, wherein said selector means comprising touch screens, keypads and audio receivers.

6. The system as claimed in claim 1, wherein said communication interface is a real-time two-way communication based wireless interface.

7. The system as claimed in claim 6, wherein the communication signals carried on the wireless communication interface are encrypted for enhanced security.

8. The system as claimed in claim 1, wherein said controller is located within the room, outside the room or partially inside the hotel room.

9. The system as claimed in claim 1, wherein each of said amenities co-operate with discrete controlling means connected to said controller.

10. The system as claimed in claim 1, wherein the controlling means is connected to the controller using an RS232 interface.

11. The system as claimed in claim 1, wherein the controller is connected to the utility servers by means of a local area network.

12. The system as claimed in claim 1, wherein the controller includes a Wi-Fi Access Point adapted to facilitate communication and data synchronization between the controller and the hotel room amenities.

13. The system as claimed in claim 12, wherein the Wi-Fi Access Point is further adapted to provide wireless Internet access in the hotel room.

14. The system as claimed in claim 1, wherein said portable device comprises a billing and payment interface and said controller comprises payment and billing means adapted to enable the guests to make payment and receive acknowledgement for the payment on the device itself.

15. The system as claimed in claim 1, wherein said portable device comprises a repository for storing a plurality of audio/video files for viewing on the electronic devices.

16. The system as claimed in claim 1, wherein said controller comprises alarming means to provide audio and visual alarms/ alerts to the various controlling means provided in each room and to the hotel management so that in case of an emergency guest safety can be ensured.

17. The system as claimed in claim 1, wherein said controller comprises optimization means to efficiently control the operations of said amenities to save energy.

18. The system as claimed in claim 1, wherein said portable device includes an RFID tag for tracking the position of the device.

19. The system as claimed in claim 1, wherein in-room non-complimentary consumables are RFID tagged.

20. A method for management, monitoring and control of hotel amenities for providing guest staying in discrete hotel rooms access to a plurality of hotel amenities through a single interface, said method comprising the following steps:

- displaying the various amenities available in the room;
- selecting a displayed amenity and the desired operation;
- transmitting the signal consisting of the selected amenity and the desired operation;
- receiving the transmitted user based signal; and
- enabling and disabling the selected amenity based on the received signal for the benefit of the user.

21. The method as claimed in claim 20, wherein the step of displaying the various amenities includes the step of displaying the amenities via an icon based or menu based interface.

22. The method as claimed in claim 20, wherein the step of displaying the various amenities includes the step of displaying the amenities in a language of the user's choice via a menu based interface.