

Title (en)

METHOD FOR AUTOMATED SURVEYING OF HOTEL GUESTS

Title (de)

VERFAHREN ZUM AUTOMATISIERTEN BEFRAGEN VON HOTELGÄSTEN

Title (fr)

PROCÉDÉ DE SURVEILLANCE AUTOMATISÉE DE HÔTES D'HÔTEL

Publication

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Application

EP 22713893 A 20220309

Priority

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Abstract (en)

[origin: WO2022194650A1] The invention relates to a method for automated surveying of hotel guests by means of a television device provided in the hotel room, characterised in that the method is executed by means of an interface measurement circuit (6) for detecting the connection of an external playback device and a video signal switch (7) for switching the signal source to an external television device, a) in that when the television device is switched on by means of an external remote control, an external minicomputer (4) sends video data to the video input of the television device via the interface measurement circuit (6) and the video signal switch (7) instead of the data received during normal operation, wherein these video data comprise a survey software, b) in that the hotel guest sends the survey answers to the minicomputer (4) via the remote control, c) in that when the survey is completed, the television device is switched back to normal operation, and d) in that the survey answers are sent to a hotel server by the minicomputer (4).

IPC 8 full level

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