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Tech in Hospitality

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Tech in hospitality by TIN YEUNG LAU



Role of AI & Data Science in Hotels



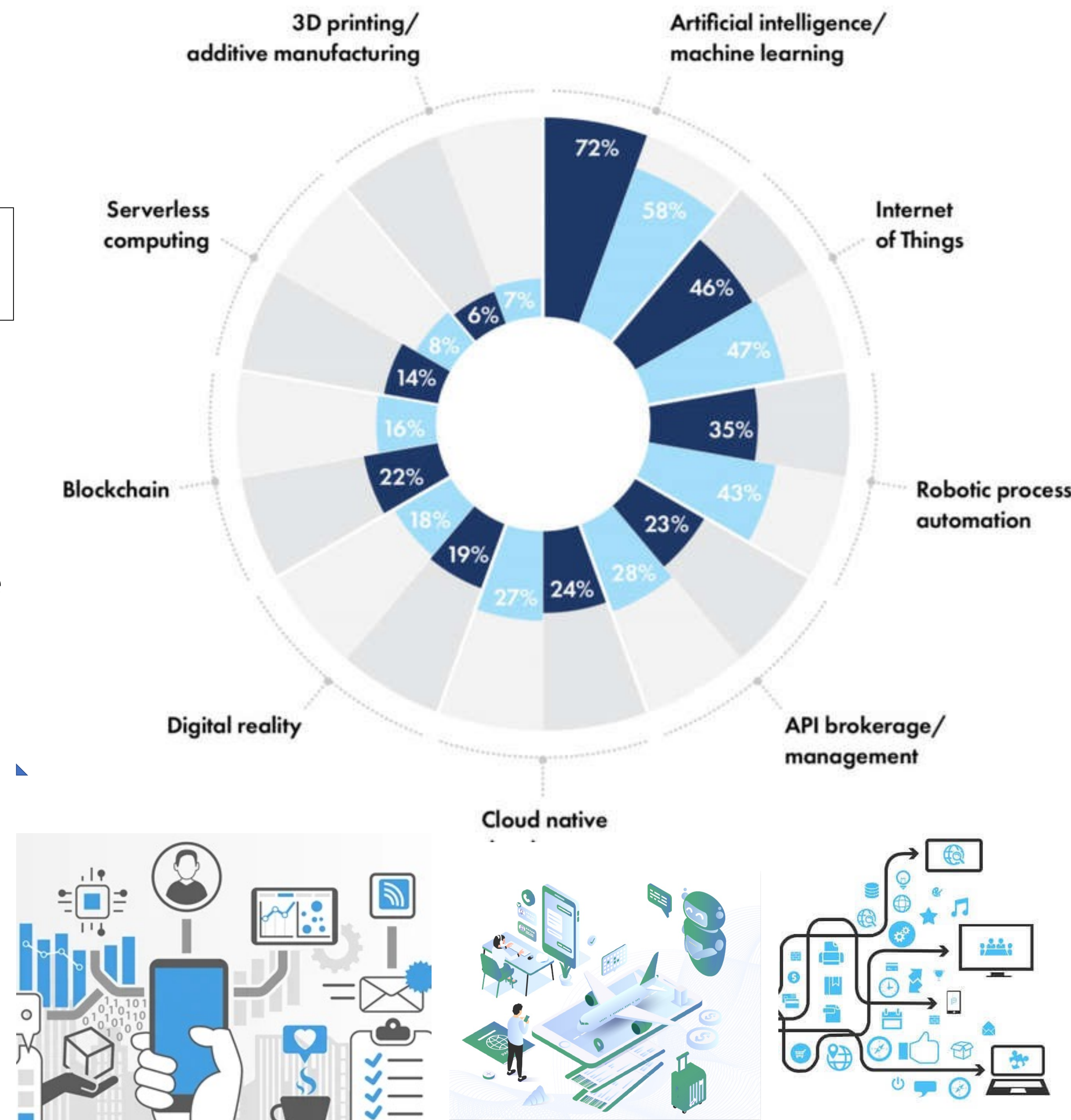
Abstract

- To demonstrate impact of AI in hospitality business.

Main points

1. In-room voice-activated systems to help customers control the lighting, AC, and other devices in the room
2. organizations can make better decisions about where to implement AI solutions in their value chain
3. Learning and developing customer profiles to serve them better in existing and future stays
4. In the short-term, AI will mainly support the event experience by providing personalized recommendations, assistance and suggestions, and enhance event organization in terms of logistics, crowd management and access systems.
5. In the concept of 3D food printing, popular sweets and delicacies are synthesized by a layered printing technology, using the various pre-mixed powders, flavorings, fixers and oils that are stored in the "toners" of the printer

Findings



Summary

- 1. AI allows hotel bring customized service more easily, with fully utilization of customer profile (software) and internet of thing (hardware)
- 2. AI benefit the hospitality industry value chain construction, from the supplier to the service deliver.
- 3. AI reducing labor cost and potential management risk from un-trained employee for hotels .
- 4. AI could be costly like internet of things, but the cost could drop with the development of technology.

Future implementation

- 1. Adopt group booking software to to maximize the sales potential of existing business, improve the booking experience, and seamlessly organize all related departments.
- 2. Hiring smarter, who can adapt AI technology
- 3. Utilizing Machine learning to automatically collect, store, and analyze data from across a variety of online sources.