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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



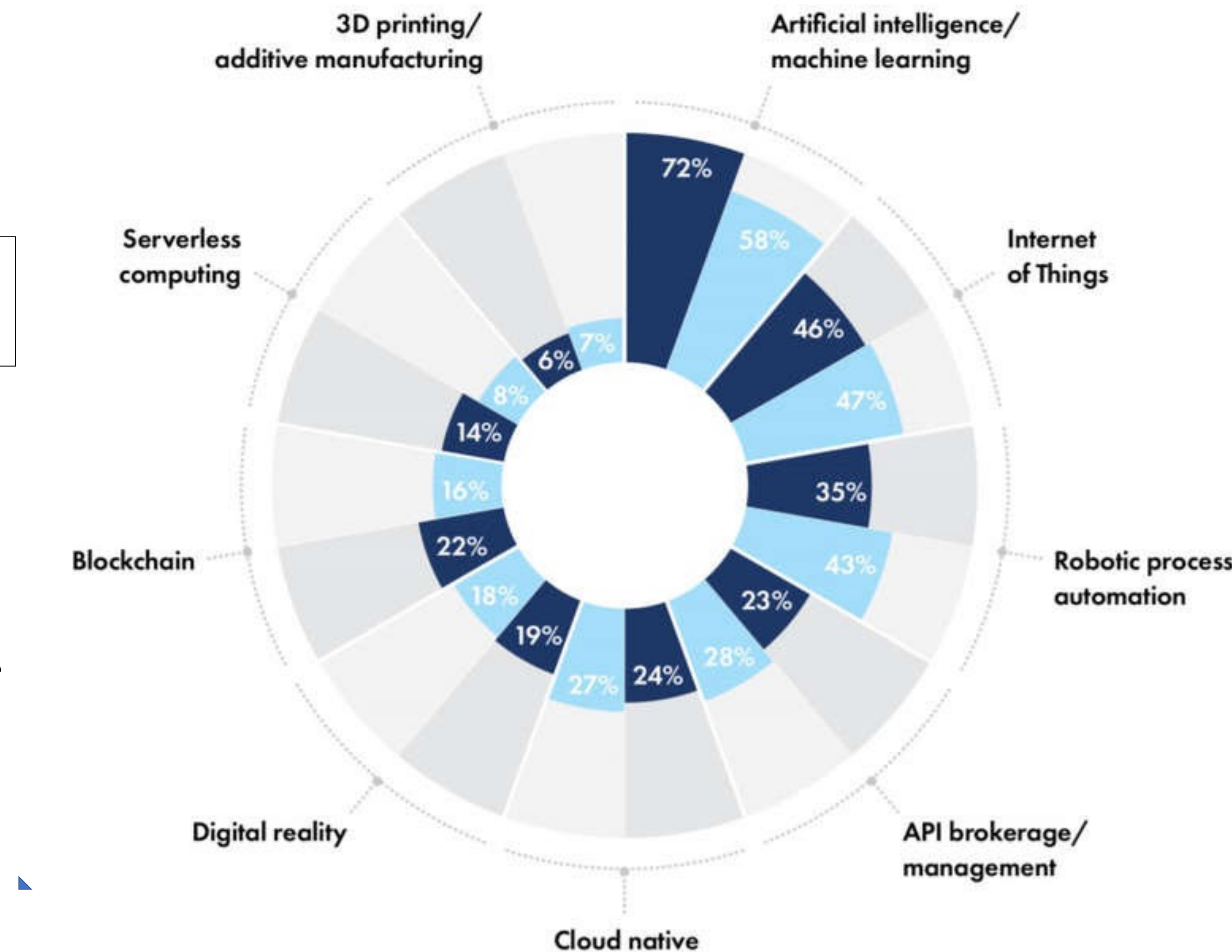
Abstract

- To demonstrate impact of AI in hospitality business.

Main points

- In-room voice-activated systems to help customers control the lighting, AC, and other devices in the room
- organizations can make better decisions about where to implement AI solutions in their value chain
- Learning and developing customer profiles to serve them better in existing and future stays
- 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.
- 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

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

Future implementation

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