**Team Meeting**

**Week # 3**

**Date: 4/05/24**

**Time: 3:20**

**Location: Virtual**

| **Meeting called by:** | **Jacob** | **Type of meeting:** | Virtual |
| --- | --- | --- | --- |
| **Facilitator: Tatiana** |  | **Note taker: Fernando** |  |
| **Timekeeper: Carlton** |  |  |  |

| **Attendees: Carlton**  **Tatiana**  **Jacob**  **Fernando** |  |
| --- | --- |
| **Please read:** |  |
| **Please bring:** |  |

# ***Minutes***

| **Week #3 - Agenda item:** |  | **Presenter:** | Fernando |
| --- | --- | --- | --- |

## **Date: 4/05/2024**

## **Discussion:**

* Main Question:
  + Yes they should implement guest-facing AI.
* Economics
  + Increased Efficiency, Competitive Advantage
  + Costs
    - Down payment, Training, Maintenance
* AI Solutions
  + BotShot (pricing)
  + Marriott International by voice room temperature
  + Digital Concierges
  + Automatic kiosks
    - For checking in and checking out
* Privacy
  + Form to prevent their data from being collected
  + Allow customers to avoid using AI
* Security
  + Employees are the weakest link for AI
  + Focus on cybersecurity
  + Risks
* Market
  + Most hotel brands are implementing AI
  + Marriott should enter the market now

## **Conclusions:**

* Yes implement AI

| **Action items** | **Person responsible** | **Deadline** |
| --- | --- | --- |
| * Add Information Into Slides | All | 4/16 |
| * Find AI Solutions to choose from | Carlton | 4/12 |
|  |  |  |

# ***Other Information***

## **Resources:**

# Enter resources here.

## **Special notes:**

# Enter any special notes here