

BUSINESS OBJECTIVES

1. Enhanced Guest Experience: Implement an AI chatbot to provide personalized suggestions. Answer questions, handle reservation needs 24/7.
2. Operational Efficiency: Increase operational efficiency by simplifying tasks such as managing bookings, processing room service requests, and dealing with general inquiries to reduce the staff's workload.
3. Customer Satisfaction: Provide immediate answers to guest questions, boosting overall satisfaction with the hotel's offerings.
4. Cost Optimization: Decrease operational costs by cutting down on the necessity for a substantial support team, especially when business is slow.
5. Data-Driven Insights: Utilize data from guest interactions to improve future services and tailor marketing strategies for better result
6. Remote Management: Monitor guest interactions from afar with little human intervention while upholding premium service levels