**Business Background**

The hospitality industry usually encounters challenges related to inefficient guest service processes, delays in responses for guest inquiries, overbooking and inconsistent quality of services. Therefore, results in unnecessary increased operational costs, negative guest experiences, and poor room management\maintenance. The proposed AI solution mainly focuses on solving the challenges at hand by introducing a personalized hotel assistant Chat bot that makes things easier for both employees and customers in terms of quick responses to guest inquiries, booking management, optimizing the guest service interactions to enhance the overall experience of our guests.