

## At Alibaba's futuristic hotel, robots deliver towels and mix cocktails

Gliding silently through Alibaba Group Holding Ltd.'s *futuristic* "FlyZoo" hotel, black disc-shaped robots about a meter in height deliver food and drop off fresh towels.

futuristic 未来主义的

The robots are part of a suite of high-tech tools that Alibaba says drastically cuts the hotel's cost of human labor and eliminates the need for guests to interact with other people.

Formally opened to the public last month, the 290-room FlyZoo is an *incubator* for technology Alibaba wants to sell to the hotel industry in the future and an opportunity to showcase its *prowess* in artificial intelligence. It is also an experiment that tests consumer comfort levels with unmanned commerce in China.

incubator 孵化器; 保温箱

prowess 超凡技术; 英勇

Inside the hotel, softly-lit white paneled walls bring to mind the interiors of Hollywood spaceships. Guests check in at podiums that scan their faces, as well as passports or other ID. Visitors with a Chinese national ID can scan their faces using their smartphones to check in ahead of time.

At the hotel's restaurant, taller capsule-shaped robots deliver food that guests have ordered via the FlyZoo app while at a separate bar, a large robotic arm can mix more than 20 different types of cocktails. Facial recognition cameras add charges to the room rate automatically.

The hotel does employ humans, though Alibaba declined to *specify* how many. This includes chefs and cleaners as well as reception staff, who will assist with conventional check-in procedures for guests unwilling to have their faces scanned and want to use electronic key cards.

specify 指定; 详细说明