Team Meeting

Meeting called by:	Baris Senyurt	Type of meeting:	Online
Facilitator:	Christine Olukere	Note taker:	Brian Maina
Timekeeper:	Baris Senyurt		

Attendees: Baris Senyurt, Brian Maina, Christine Olukere

Please read: Enter reading list here

Please bring: Enter items to bring here

Minutes

Agenda item: Reviewed Problem   **Presenter:**   Baris Senyurt

Discussion:

Should Marriot International deploy guest-facing AI in Singapore?

Conclusions:

As a group we have decided that Marriot International should deploy guest-facing AI in Singapore such as digital concierges, service robots, automated check-in/check-out systems

Action items	Person responsible	Deadline
✓ Research digital concierges	Brian Maina	11/21/2023
✓ Research service (Room)	Corey McPherson	11/21/2023
✓ Research automated check-in/check-out	Christine Olukere	11/21/2023
✓ Research service (Luggage)	Baris Senyurt	11/21/2023

Agenda item: Enter agenda item here   **Presenter:**   Enter presenter here

Discussion:

Team members updated their progress on tasks. One team member will change topic due to lack of info on topic. Another team member felt their task overlapped with another team member's task. Both team members better understand what they're expected to do. During the meeting, we created a Google PowerPoint for our presentation. Our new tasks is to work on our individual powerpoint slides

Conclusions:

Enter conclusions here.

Action items	Person responsible	Deadline
✓ Enter action items here	Enter person responsible here	Enter deadline here
✓ Enter action items here	Enter person responsible here	Enter deadline here

Action items	Person responsible	Deadline
✓ Enter action items here	Enter person responsible here	Enter deadline here

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Agenda item: Enter agenda item here   **Presenter:** Enter presenter here

Discussion:

To get started right away, just tap any placeholder text (such as this) and start typing to replace it with your own.

Conclusions:

Enter conclusions here.

Action items	Person responsible	Deadline
✓ Enter action items here	Enter person responsible here	Enter deadline here
✓ Enter action items here	Enter person responsible here	Enter deadline here
✓ Enter action items here	Enter person responsible here	Enter deadline here

Other Information

Observers:

Baris Senyurt, Corey McPherson, Brian Maina, Christine Olukere

Resources:

Discord

Special notes:

Meeting notes 11/14/23

Marriott International is facing pressure to innovate and review the AI strategy for its hotel brands. Marriott is the second largest hospitality player in terms of market share in Singapore. The uptake of artificial intelligence (AI) among hospitality players in Singapore and growing consumer trust towards AI engagements over the past few years has created an impetus for Marriott to review its strategies. Government support as well as successful use cases of front-facing AI solutions such as chatbots (i.e., digital concierges), service robots, and automatic check-in/out systems, creates a favorable environment for Marriott to evaluate its next steps. Should Marriott deploy guest-facing AI in Singapore? If so, which AI solutions, and for which hotel brand, should be implemented?

Start at 6:25 What strategies could be employed to automate the concierge and check-in/check-out services? What would the Marriott look like with a fully integrated automated model? Service robots could be used for customer luggage and communication services.

Decided who works on what:

Brian - concierge service

Corey - Room service

Baris - luggage service

Christine - cleaning service