

Team Meeting - Week 2

Date: 04/15/2025

Time: 5:00 PM

<https://github.com/mduddin112203/YWCC307-018-Team3-Project>

Location: Virtually Via
Discord

Meeting called by: Eric Perez

Type of meeting: Recon and Research

Facilitator: Jonathan Malave

Note taker: Mike Duran

Timekeeper: Md Uddin

Attendees: Md Uddin, Jonathan Malave, Eric Perez, Mike Duran

Please read:

- Company Case Studies: Hilton, Marriott, Accor – AI adoption summaries
- Singapore Smart Nation AI policy overview

Please bring:

- Notes on Marriott's AI presence in Asia
- Any updates on voice assistant and chatbot technologies used in hospitality

Minutes

Agenda item: Competitor Recon

Presenter: Md Uddin

Discussion:

Reviewed how Hilton and Accor are implementing AI for customer service and personalization. Compared their features to Marriott's offerings and identified where Marriott may lag behind.

Conclusions:

Marriott has room to improve in customer-facing automation and multilingual capabilities. This opens an opportunity for our proposed AI model.

Action items

	Person responsible	Deadline
✓ Compile comparison chart of Hilton, Accor, and Marriott AI features	Mike Duran	04/20/2025
✓ Note gaps in Marriott's AI experience	Jonathan Malave	04/20/2025
✓ Save all source links and upload to GitHub wiki	Md Uddin	04/20/205

Agenda item: Local AI Policy Impact

Presenter: Mike Duran

Discussion:

Discussed Singapore's government investment in AI, particularly in customer service, digital trust, and multilingual services. These align well with the direction of our project.

Conclusions:

Singapore's AI ecosystem is supportive, which gives strong justification for rolling out advanced hotel-based AI there.

Action items	Person responsible	Deadline
✓ Write summary of Singapore's AI policy landscape	Jonathan Malave	04/20/2025
✓ Link government references to GitHub repo	Md Uddin	04/21/2025
✓ Begin creating the Slide Presentation	Md Uddin	Tentative

Agenda item:	Feature Validation and Research	Presenter:	Jonathan Malave
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Discussion:

Each member brought forward two real-world hotel AI examples. We evaluated which features (chatbots, voice assistants, mobile keys) were most feasible for integration into Marriott's operations.

Conclusions:

The team decided to focus on multilingual voice assistant, mobile check-in kiosk, and predictive guest service request system.

Action items	Person responsible	Deadline
✓ Finalize and document top 3 proposed features	All Members	04/20/2025
✓ Research cost/benefit of voice assistants in hotels	Eric Perez	04/20/2025
✓ Begin outline of feature explanation slides for final presentation	Mike Duran	04/20/2025

Other Information

Observers:

None

Resources:

1. NetSuite. (n.d.). AI in hospitality: Use cases, benefits, and future trends. Oracle NetSuite.
<https://www.netsuite.com/portal/resource/articles/business-strategy/ai-hospitality.shtml>

2. GovInsider. (2023, November 30). Singapore's Smart Nation 2.0 policy focuses on AI and building resilience.
<https://govinsider.asia/intl-en/article/singapores-smart-nation-20-policy-focuses-on-ai-and-building-resilience>

3. Global Legal Insights. (2023). AI, machine learning & big data laws and regulations: Singapore. Global Legal Group.
<https://www.globallegalinsights.com/practice-areas/ai-machine-learning-and-big-data-laws-and-regulations/singapore/>

Special notes:

Next meeting is scheduled for 04/24/2025 at 05:00 PM EST via Discord