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AI Hospitality in Hotels

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What Could Be Improved In Hotels?★★★★★

- Troubles with all customer's requests

- Constant maintenance
  - Messy Rooms
  - Broken Water/AC Units

- Being able to accommodate customers of different languages.

Marriott's Vision

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Marriott in Singapore plans to implement forward facing AI for customer interaction to act as a mediator between the customer and the hotel staff.

Features include:
- Chatbot/Digital Concierges
- Automatic Check-in/Check-out systems
- Service Robots(Room Service, Providing Clean Amenities)

How Could AI Be Used In Hotels?   ★★★★★

- 24/7 AI Customer Support
- Room service in a few taps
- Digital Check In/Out
- Security through biometrics
- Multilingual Service
- Smart Room Personalization

What Are The Downsides of AI in Hotels? ★★★★★

- Cost of implementing
- AI in Chatbots are not 100% accurate
- Harder to contact attendants for emergencies.
- The loss of human connection might drive customers away.

Is This A Good Idea?

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Percentage by which AI-enabled technology has been shown to improve hotel guest response and service time and/or decrease problem resolution time

33
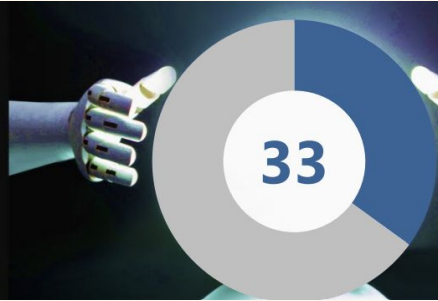
Average percentage of guest requests now handled automatically by AI-enabled response technology in hotels where it has been implemented

70
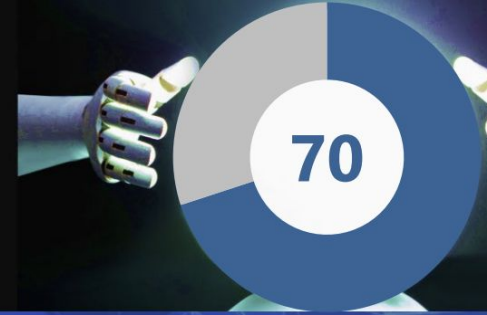
- User surveys are very positive
- Lowers cost on hotel owners
- Allows for hotel workers to focus on other aspects of hospitality

Percentage of hoteliers who agree that AI significantly reduces hotel operating costs; 86% agree that AI improves employee satisfaction (by freeing employees to focus on higher-value tasks and by enhancing their knowledge and performance)

89
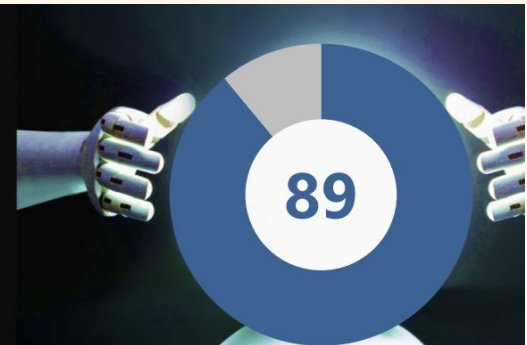
Which Solutions Fit Best For Hotel ★★★★★ Brands?

- Brands
  - **Select**
  - **Premium**
  - **Luxury**
  - **Long Stay**

- **Premium/Long Stay**
  - Previous
  - In Room Service Kiosk/Tablets
  - Security Through Biometrics

- **All**
  - Multilingual
  - 24/7 AI Customer Support
  - Automated Check In/Out

- **Luxury**
  - Previous
  - Smart Room Personalization

What is The Future of Hotels? ★★★★★

- AI has promising use in hospitality
- Customers feel catered to
- Hotel workers can focus on other customer services
- Hotel owners save money, can invest in other services

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