

Hotel Chatbot Development Proposal

Revolutionizing Guest Engagement and Streamlining Hotel Services

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"What is a Hotel Chatbot?"

- Definition: A virtual assistant designed to interact with hotel guests using AI or predefined rules.
- Purpose: Automates booking, customer service, and personalized recommendations.
- Benefits:
 - 24/7 availability.
 - Enhanced guest experience.
 - Operational efficiency.

Chatbot Objectives

1

Simplify Reservations

Easy booking, availability, and cancellation

2

Instant Support

FAQs, hotel policies, real-time assistance

3

Upsell Services

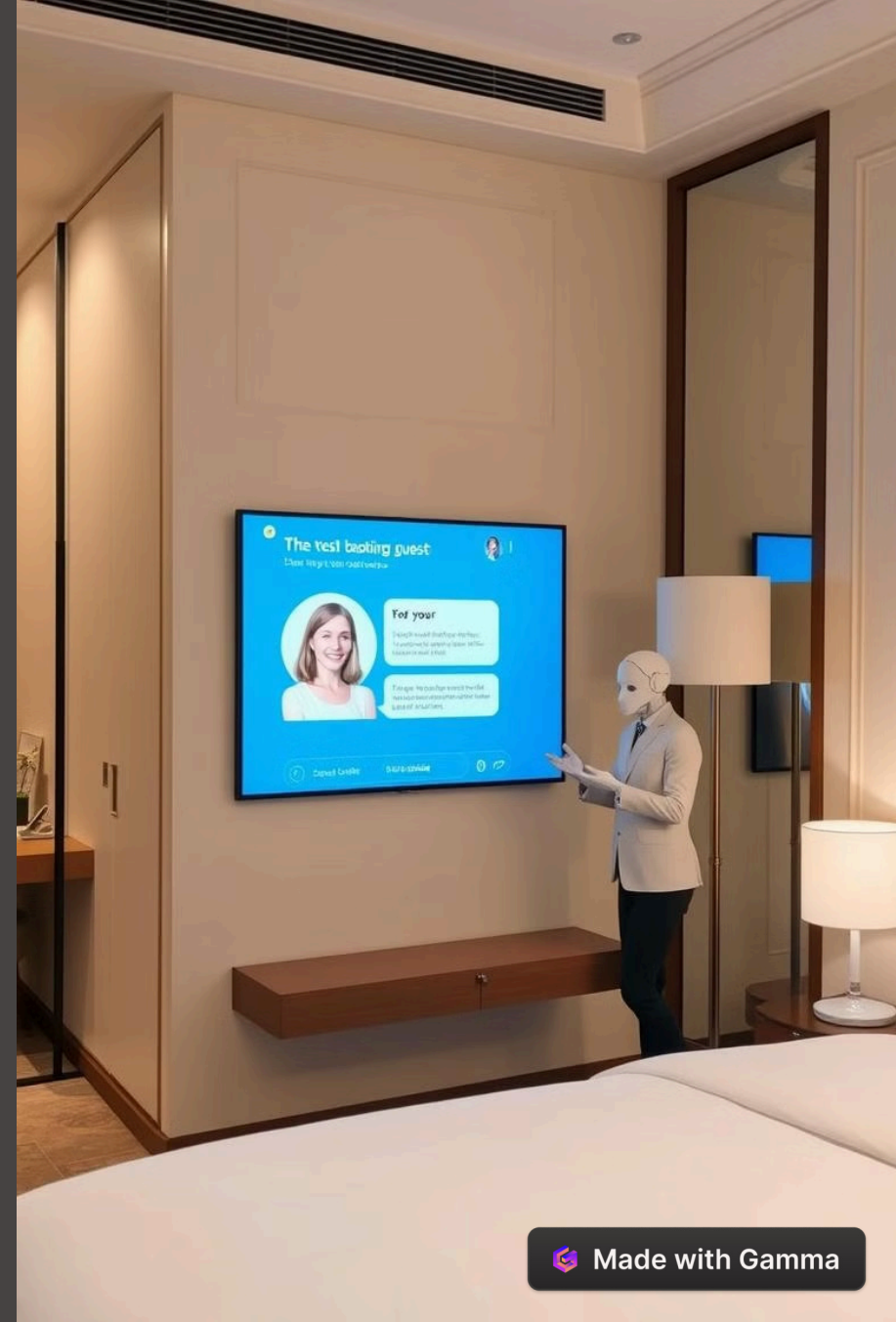
Spa, dining, tours, room upgrades

4

Handle Complaints and Collect Feedback.

5

Assist Guests with Local Information





Core Features



Booking Management

Room availability, reservations, cancellations



Customer Support

FAQ handling, hotel policies, real-time assistance



Room Service Requests

Order food, request housekeeping



Local Guidance:

Tourist attractions, transport, weather updates.

HOTEL CEN'RAL



ROTTONS



Guest preferences



1995



1137



1221



1979



1742



2853



3391



1981



1224



10888



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1888



5289



1893



1569



7041



1988



2251



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Frequently questions



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Data Requirements

Hotel Details

Room types, pricing, availability,
policies

Guest Information

Preferences, booking history

FAQs

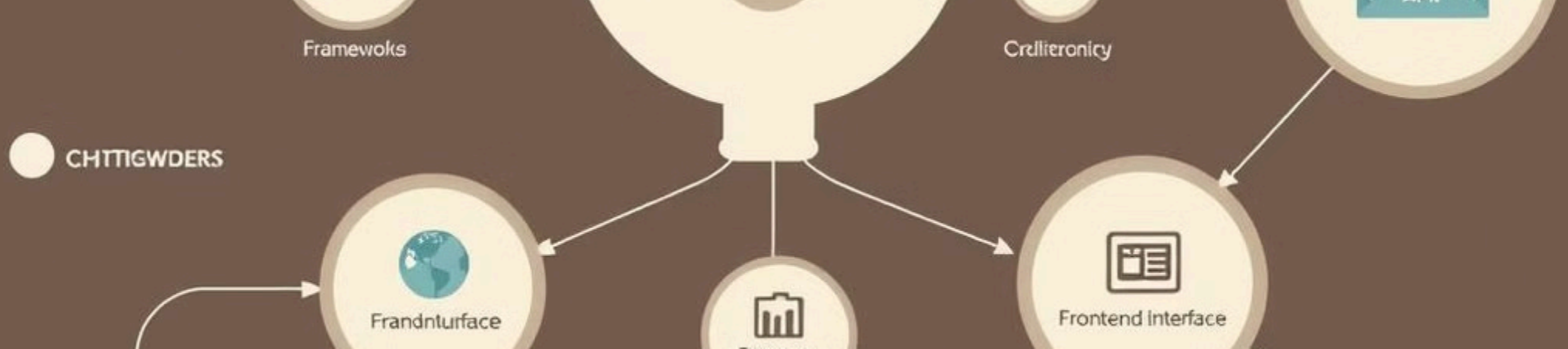
Common queries and answers

Menu & Services:

Food menu, pricing, additional
services

Local Information

Attractions, events, transportation



Technology Stack

1

Frameworks

Dialogflow, Rasa, Microsoft Bot Framework

2

Backend

Python, Node.js, databases (MySQL/MongoDB)

3

Frontend

HTML, CSS, chatbot widgets

4

APIs

Booking systems, payment gateways, maps

Chatbot ChateLow



Chatbot Development Steps

1

Define Objectives

Understand hotel requirements, goals, and desired functionalities

2

Collect Data

Compile FAQs, hotel policies, services, and local information

3

Build NLP Model

Train chatbot for understanding user intents and natural language

Benefits of Chatbot Implementation:



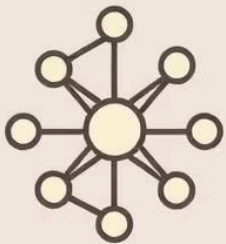
Increased sales
revenue



Customer satisfaction



24/7 support



Cost Savings



Feedback list

Benefits of Chatbot Implementation

Enhanced Experience

Personalized recommendations,
24/7 support, instant responses

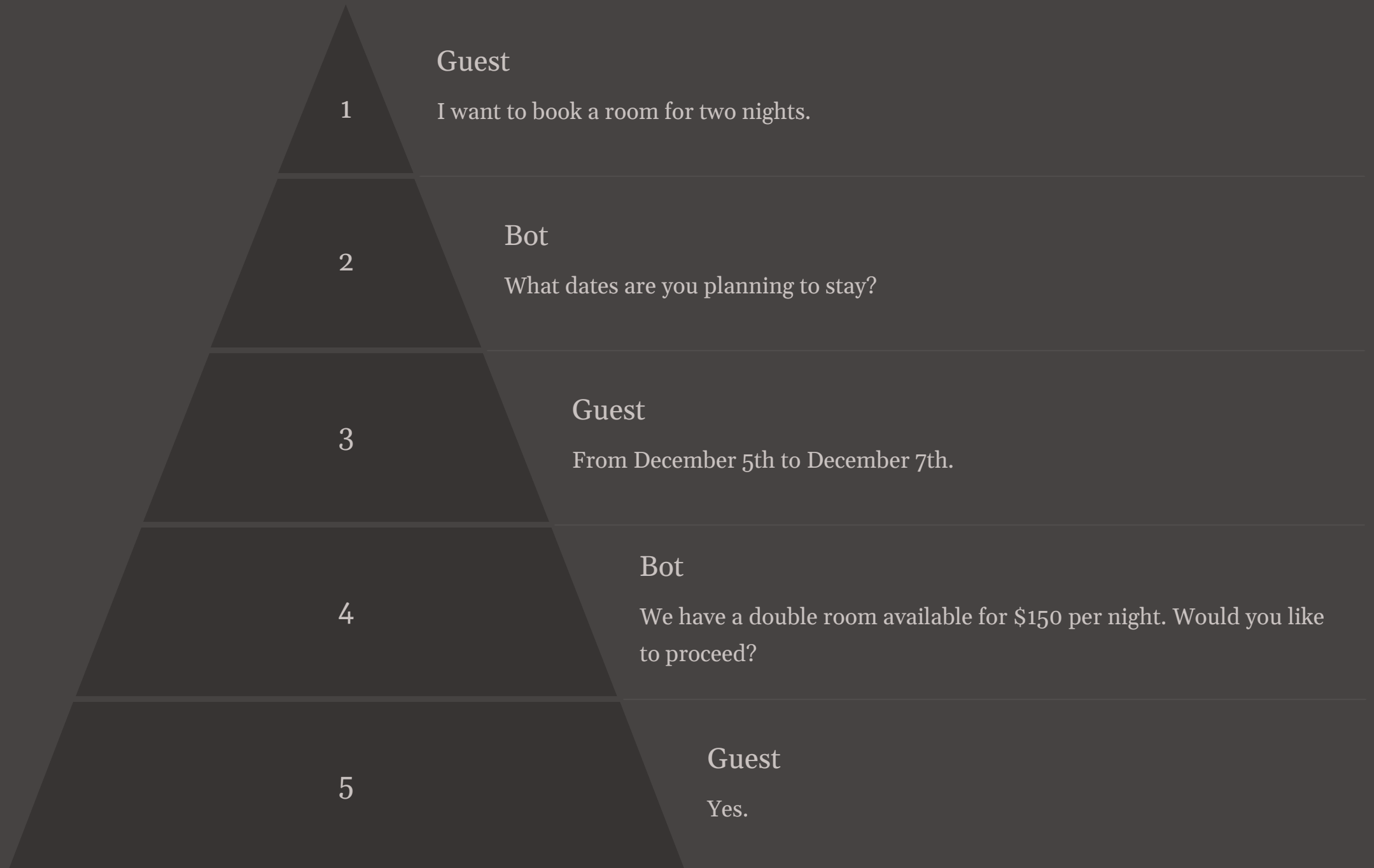
Cost Savings

Automates routine tasks, reduces
staffing needs, increases
efficiency

Increased Revenue

Upselling services, targeted promotions, personalized offers

Sample Chat Flow



Conclusion and Next Steps

1

Summary

Chatbots enhance guest engagement, operational efficiency, and revenue