



THE IMPACT OF AUTOMATION IN HOSPITALITY AND ITS APPLICATIONS

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ABSTRACT

The report is based on the automation in hospitality. Now every industry deploys its system into the automation. Automation gives the power to accomplish a task efficiently. With the use of automation, every industry maintains the quality of the product. As we know in business quality is a very major factor. So the automation system gives a lot of benefits to the hospitality industry. The major advantage of automation is to keep track of the records that are very essential for the hospitality industry.

Keywords: *Automation, Technology, Management, Hospitality*

INTRODUCTION

When automation technology comes to hospitality management it is trying to satisfy and make happy the customer. Technology can give an expert means of activities to the hospitality industry. The skilled and personalized customer service can help the hotel management in terms of joining a new buyer and retaining the olds. Automated technology is used now in every sector for providing better service. In the hospitality industry also it is contributing a lot, discussed in the below section.

AUTOMATION AND TECHNOLOGY IN HOSPITALITY

With the rapid development of technical skills and robotics, the various number of industries impacted by the Artificial Intelligence and robotics process. Hospitality has a role in the process of adopting the argument of human interaction. Nowadays, some instances, check-in, and check-out processes may be worked out by automated machines [1].

Automation gives millions of jobs and tasks typically undertaken by a human. Studies predict the loss of nearly five million jobs to robots and automation by the year 2020. So it is the most essential to examine how this apparent evolution will buckle the hospital industry, the future journeying. For instance, personalization occupies the most top position, with the travel agency [2]. The same thing will observe with hospitality, where personalizing the experience is becoming an essential role for many hotels. As automation and technology cover many hospitality works flow, regular work, and exploring process, so more importance will fix on enhancing consumer service skills across all hotel job roles.

An employee can also devote more of their precious time toward who is a relevant communication. By doing so, it will lead to more oriented interaction with the new visitant, bringing exceptional skill and talent as their requesting for a homemaker or ordering housing system. Visitant's skill is the main product of the hospitality industry. This industry can continuously serve the requirement of both visitants and supervisors by facilitating smooth human interaction, while technology can't replace the emotion of a pleasing concierge. Intercepting the visitant's needs through data analytics derived from the system of PMS is an example.

Property management solution which can coordinate with various type of technologies and help valuable insights will be playing a vital role in providing the benefits that are a personalized visitant's skill. Supplying a memorable and facilitated visitant's service is an obligatory positive human interaction. Automation and efficient technology hold a primary solution to convert every experience and enabling the hotel staff to take the visitant's journey at a top-level.

CONTRIBUTION OF IOT TOWARDS MONITORING

Day by day, the hospitality industry is running very smarter. IoT helps in automation. It controls all the system by spreading previously simple objects, like kitchen gadgets and electrical purpose, and other service items. It is one of the most important for the consumer market. By which consumers have readily preferred the smartest home which monitored from an application.

The Internet permits better communication by linking these objects.

Role of voice in the living room

Since the world is more digitalized, people are demanding smart technology everywhere. They are also demanding digital technologies while traveling. Apple Home kit and Google home are the best examples of voice actuated equipment that can control and coordinate the features of home products like temperature, lightness, and doors [3]. Every appliance has its strength and weakness, so the primary job is to prefer the most accurate one. By voice actuated device, it is easier to build up a smart living room.

Self-Serve automated processes

In recent years it is found that self-serve options are emerging rapidly. In day to day lives of the most visitants have had some reference point from digital marketing. Self-serve options play a significant role in our daily life. Visitants are becoming more interested in communicating with smart appliances, artificial intelligence, and the usage of automation. In these present days, check-in and check-out devices or remote gradually introduce in most of the hotels. Even more developing applications and online prospects are manipulating. As a result, this technology sets free staffing for any other operations so that it can further magnify the visitant's experience.

Tech-Lounges

The last 23-38 years that is known as millennials are the rapid period for mixing business and leisure, pointing to a new world. For the time being, most people spend their vacation at hotels for several days to capitalize on their travels and spend that money. Tech-Lounges are the large alternatives form of action for commercial purposes. The Tech-Longue is a modernistic catering to both business and leisure travelers [4]. They are demanding to have the latest technical skill. Also, these travellers (leisure and business travellers) want technologies that will help them to get their work inefficiency. As per the Comcast business, 43 percent of the business tour considered differently.

Robotics in hospitality

At improving, visitants' overall skill of robotics in hospitality is becoming more and more accepted. Around 50 years ago, the description of robots is not that much where now in 2020, the mention of robots in hotel environments picks a top position with smart devices and artificial intelligence, which are readily accepted by visitants. The times of robotics are emerging to the greater capability of the repeated process [5].

Visitors want all data and answers at their tip of the finger, which is approved by robotics. They appreciate the approach of the internet of things and the robotics environment. There is a hotel in Nagasaki that has selected to replace its receptionists with robots. For a visitor, the first stay may be unfamiliar with the area. Fortunately, a robot can search and respond to the visitors with all information instantly. Hotel personalization is the most important for a visitor's good impression. He or she may or may not get the proper hotel personalization by the hotel employee while the robot does it well-mannerly. Robots can also reduce the time of humans. It provides relaxation to others. Although the robot does not behave like a human, it may not have a smile but can identify the name and face of a human being. The merging of robotics is an alteration for the hospitality industry, for which the hospitality industry is becoming more dynamic in current days. It is the topic of discussion that the underway piloting will set up by an intelligent robot.

Progression of the hotel industry by the help of automation technology

The movement of technology is increasing day by day, whereas hospitality is also one of the speedy developing sectors, and also it is the philosopher of rapid transforming in the term of automation. Technology and its exposition in the structure of artificial intelligence, interactive device, and machine learning are entering rapidly into mundane activities that occur in hotels per day [6]. Hotels are responding positively to automation as it provides extra-ordinary services to the customers and also develops hotel operation too much. Expert technology is the key to assuring continuous customer service from front desk activities to room services, and also room protection. Automation enables implementing invalid processes into facilitated and numbered activities that can be accomplished within the time duration. It promotes efficiency and develops reliability and also provides quality of the services. These factors help to develop and promote the quality of living for the guests or customers.

Front – desk activities

On behalf of standing in a figure to be confirmed by the hotel's staff of the front desk, guests select automated check-in hotels which are indicating that automation technology has over received human communication for daily routine activities. Guests or customers can check out as their comfort. There are automated cancellation process is available and also changes can be created according to the customer's or guest's requirements. The mobile device can be applied for quick processing like these changes. A quick and efficient internal system may help to check bookings that are canceled in the front desk and also finally support other guests in a spin-out.

Housekeeping Services

These are the essential activities in a hotel which can break or create its images. This is one of the toughest. With more rooms and guests coming in and departing the room, there is a big issue for service staff; they are unable to find the next apartment to clean. A housekeeper service consists of 18 activities that require being undertaken every day. Technology can be used through smartphones which can be applied by them for communication and also logging into the online system rapidly to check the status of untidy or unclean apartments and also check the name of guests before knocking at the door [7]. However, these total things can be possible in this time when only the proper training is provided for this available technology to apply successfully. Whereas compared with other departments, insertion, and squeezing of technology receives a long time in housekeeping.

Procurement processes and automating housekeeping

Housekeeping is probably a function that is influenced by technological turning. This is core work that can create or break the hotel's business. It is based on human processes and also the genre of action. It is allotted that on average, staff can do 15-30 activities daily from anywhere. It is so natural that there is drop-in productivity when any staff acts on the same thing for a long time. And also it is uneasy to quantify the dips. In my point of view, more housekeeping activities can be developed through the help of automation technology. It is amazing to see that several hotels, involving enormous ones, still apply devices such as walky-talky to intercommunicate with each other [8]. Generally, housekeeping staff begins with replenishing and cleaning the room individually on every floor. They bring a checklist and ensure that every work is performed. It can be done easily with the application of a mobile app. The employees just require checking all the demands which are done in the apartment, shift the status, an online account is updated so that management and supervisor are updated during the time. There is a different important sight to applying the technology in housekeeping and also it is procurement or acquisition. When total information about issues and utilization is updated in the online system, automatically it updates the index. The procurement team does not face any challenges of following and also updating their index in hand. They may receive stock of position easily and also place orders for modern components without the struggle that is customary otherwise in manual processes. The above-mentioned things could help recover the environment, decreasing the paper by individual notches.

Apartment for additional automation

This is more important than housekeeping carts works as exiting offices which are well-organized and well-stocked. For this reason, the housekeepers do not waste their valuable time searching for cleaning items or supplies or any kind of required components and can work skillfully [9-11]. The housekeeping carts required to be scheduled with the proper components for washing, cleaning, and also post- cleaning services. The supplies should be retained so, the whole clearing and cleaning schedule is accomplished on time. This is so significant that hotels have a specific back-up process to access information alike in power faults and power cuts. There are some new formats of hospitality management and also platforms such as AirBnB. Mobile technology can play a critical role as housekeeping and accommodation become more nuanced and complex.

CONCLUSION

Throughout the discussion, we come to know that the hospitality industry will be affected by automation and technology. It has become simpler with the help of robotics. It is so significant to be noted that digital squeeze can occur if technologies are so easier and developed conveniently. There are some benefits such as saving paper. If hotels are enhancing their products through mobile receipts in exchange for printout then the use of paper can be reduced. It promotes efficiency and develops reliability and also provides quality of the services. So the role of the hospitality industry is very significant and useful.

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