



# TECHNOLOGICAL INNOVATIONS IN HOSPITALITY SECTOR IN INDIA

*Caerus3 Advisors*

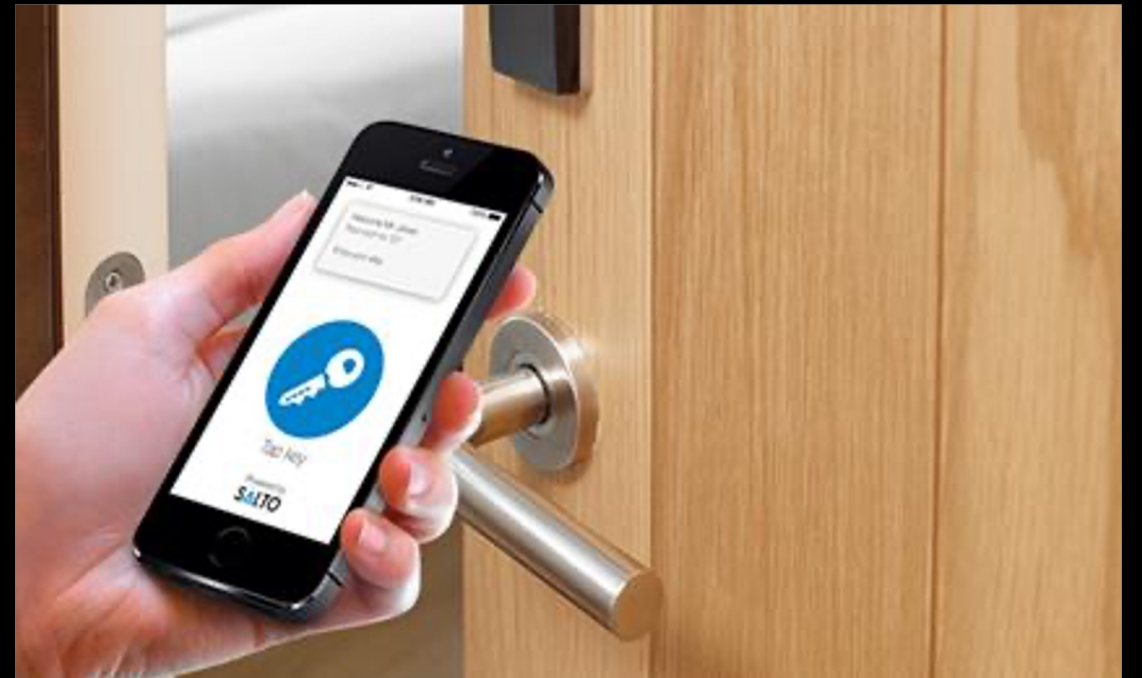
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# Overview



# Why is hospitality technology essential for companies operating in hospitality sector

Technology can help businesses to streamline their processes, reduce their costs, lower staff work loads, increase revenue generation potential and improved level of customer experience is delivered.



# Market Trends

- RFID Technology
- Facial recognition
- Chatbots
- Virtual reality
- Voice controlled rooms
- Drones
- Flying Taxi



# RFID Technology

More hotels are shifting from traditional room keys to Radio Frequency Identification (RFID) technology through guest wristbands, RFID cards, etc.

Instead of carrying their room keys and wallet, guests are given wristbands loaded with room authorization, credit card and tickets, etc.



# Chatbots

Hotel chatbots can help by providing 24/7 service.

Customers can receive a timely response, regardless what time it is even when the hotel does not have a staff to respond to the customers personally.

They can even communicate in different languages.



# Virtual Reality

Virtual reality has allowed customers to step in the hotel room, see the exact layout, views and amenities just from online.

Virtual Reality has also been beneficial in recreation sector as its been used in new arcade games.

LOBBY



SWIMMING POOL



ROOM



# Voice Controlled Rooms

Voice controlled rooms provide a personalized and superior customer experience.

These can allow customers to easily change the room temperature, lighting levels, or utilize entertainment devices, all through speech.





# Drones

Some hospitality establishments are now using drones to carry out room service to guests to ensure that their food is delivered quickly and without any delays to their door.

Hotels and resorts can also create impressive video content to lure customers.

Drones are also beneficial for corporate events and recreational activities.



# Flying Taxi

Flying Taxis have become an attractive option for local commute and link suburbs to urban centres.

This would reduce emissions, would save plenty of time from traffic, and would provide door to door service.



Picture Courtesy: Joon Aviation

# EMV

Electric Vehicles has come up as one of the latest trend in almost every industry.

Electric Bikes can be used for the staffs & guests for Onsite movement within the properties.



Picture Courtesy: Mozart Auto

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