The Role of Artificial Intelligence on Hotel Operations

Kranti Rajesh Bhangre

Lecturer

Anjuman-I-Islam's Institute of Hospitality Management, Mumbai, India

Abstract*: Artificial Intelligence (AI) is a transformative and rapidly evolving field that has witnessed remarkable advancements in recent years. This abstract provides an overview of AI, its key components, and its significant applications across various domains. AI is being integrated into hotel operations to enhance guest experiences, streamline processes, and improve overall efficiency. However, as hotels increasingly adopt AI solutions, a set of challenges and concerns emerges, necessitating a comprehensive examination of its role. This research aims to investigate the multifaceted implications of AI adoption in hotel operations.*

Keywords: Artificial Intelligence, Hotel Operations.

REFERENCES

[1]. Diana Foris, N. C.-M. (2020). "THE NEW TECHNOLOGIES AND SUSTAINABLE PRACTICES IN HOSPITALITY". *Research Gate*, 1-8.

[2]. João Reis Nuno Melão, u. S. (2020). Service robots in the hospitality industry: The case of Henn-na hotel, Japan. *Technology in Society,*, 1.

[3]. Santosh Bisoi, ,. M. (2021). Impact of Artificial Intelligence in the Hospitality Industry. *International Journal of Advanced Science and Technology*, 1-12.

[4]. Youngjoon Choi, M. C. (2017). Service robots in hotels: understanding the service quality perceptions of human-robot interaction. *Journal of Hospitality Marketing and Management*, 1.