

THE FUTURE OF HOSPITALITY

A Paradigm Shift to AI and Robotics



Current Landscape of the Hospitality Industry

Traditionally, the hospitality industry has been a human-centric business, emphasizing personalized interactions and service. However, with the advent of advanced technologies, the industry is adapting to deliver these services more efficiently, precisely, and innovatively. This does not remove the human element but significantly enhances it, transforming the guest experience in unprecedented ways.

As Oyo Rooms' CEO, Ritesh Agarwal, states, "Technology will be the enabler for the delivery of efficient, reliable, and standardized quality experiences to consumers"



Introduction

The hospitality industry is currently undergoing a transformative phase with the rapid infusion of Artificial Intelligence (AI) and robotics. As reported by Market Research Future, the AI in the hospitality market is projected to reach approximately \$27.4 billion by 2025, growing at a CAGR of over 13% from 2020. This reveals a clear trend in the sector, moving towards the integration of advanced technologies to deliver high-quality, personalized experiences.





The Role of AI and Robots in Hospitality

AI and robotics offer numerous applications in hospitality. From chatbots providing 24/7 customer service, to AI-enabled personalization, to robot-assisted services, they revolutionize customer interaction and operational efficiency.

One innovative product in this space is the Aido Carry & Go system. Aiming to revolutionize delivery services, it provides autonomous point-to-point delivery of food, beverages, and open-tray items. This system operates seamlessly via on-screen commands, voice prompts, and the inGen Control Center platform, making it an excellent solution for indoor deliveries in offices, hotels, and other facilities.

Future of Hospitality: A Transformative Approach

The role of AI and robotics in hospitality is set to expand further in the future. Robots can contribute significantly to improving efficiency and productivity while providing a unique guest experience. With AI's ability to process large amounts of data, hospitality businesses can better understand their customers' preferences, offering more personalized services.

As per Accenture, AI could increase productivity by 40% or more by 2035 in many industries, including hospitality. Expanding upon this, Paul Daugherty, Accenture's Chief Technology and Innovation Officer, states that "Artificial Intelligence is the future of growth. The combination of AI, cloud, sophisticated analytics, and other technologies is already starting to change how work is done by humans and computers, and how organizations interact with consumers in startling ways"





The Impact of Carry & Go in the Hospitality Industry

Aido Carry & Go introduces an effective solution for seamless indoor deliveries. In addition to automating the delivery process, this AI-enabled robot offers secure package deliveries using authentication controls and compartments equipped with automatic doors.

As a report from McKinsey & Company suggests, by 2030, 70% of companies might have adopted at least one type of AI technology. Products like Aido Carry & Go represent a significant fraction of these AI adoptions, particularly in the hospitality industry. Since AI, robotics, and automation have the potential to bring about significant productivity benefits, like Carry & Go that provides efficient delivery services.



Conclusion

Products like Aido Carry & Go are riding the wave of AI and robotics in the hospitality industry. As they continue to evolve, the use of AI and robotics will become increasingly integral in delivering a superior guest experience. From automating routine tasks to revolutionizing customer interaction, AI and robotics are shaping the future of the hospitality industry, setting the stage for an exciting new era of service and innovation.

