Internet of Thing for the Hotel Industry

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Abstract:- **The Hotel industry has already assimilate the Internet of Things into their businesses, because the technology offers a number of key benefits that are especially relevant to hotels. In this paper I would Explore the opportunities, new technologies which are implanted in the hotel industry to increase the service standards and guest experience during the stay and giving value for money satisfaction to the guest.**

There are various benefits like allowing hotels to save on time ,energy costs, which also helps in the guest satisfaction and will provide memorable experience. It is also possible to conclude that Because, of the new technologies most of the hard work is transforming to smarter work, and because of these new technologies there is lesser the need of man power.

❖ *Research Methodology*
➢ Hotel Visit & Survey
➢ Review of pervious research papers
➢ Reference Books available

Keywords:- Hospitality, Internet of thing.

I. INTRODUCTION

Major technological development within the hotel industry is the The 'Internet of Things', involves extending internet connectivity to everyday objects, devices and appliances. The global hotel industry as a whole also has embraced growth with some innovative industrial advancement. Technology is changing the way people work and has revolutionized work practice , The Hotel industry has had its fair share of the impact of this revolution that has benefited both employees and guest In fact technology driven services have become need of the hour for them.

II. USE OF SMART PHONES IN THE HOTEL

The Hilton group of Hotel has introduced smart phone technology worldwide where guest can decide on the room as per their requirement and preferences the app shows the hotel room photo with the amenities and facilities which are offered in the room which will help the guest in their decision. This app will also help in self check in procedure where guest will not have to wait at the reception for the check in formalities.

Hotel Radisson Blu has introduced one touch app for android and IOS devices. This app will help the guest for :-
- Room reservation ,
- Check in
- Checkout
- Placing order at room service .
- Requesting for wake call service
- Requesting for Housekeeping service

All the above services would be provided to the guest without calling the hotel staff

Fig 1

Starwood Hotels and Resorts Worldwide has also announces the Virtual Room Key for Starwood app which also help the guest in self check-in where guest will not approach the front desk staff all registration formalities .
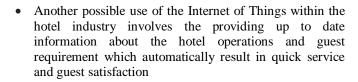
III. USING MOBILES FOR KEYLESS ENTRY

A guest can use his phone to unlock the room . there is no need to carry the key card in your pocket guest will have to install the hotel software to use the key less entry service. The technology cannot be transferred to another number or device.

Marriott's new Workspace on guest request has allows non-hotel guests, such as businesses and entrepreneurs, to book the conference hall for meetings

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➢ *Wireless Charging:*
   Marriott hotels offer wireless charging system called "Qi wireless charging,"

Fig 2

• Another possible use of the Internet of Things within the hotel industry involves the providing up to date information about the hotel operations and guest requirement which automatically result in quick service and guest satisfaction

➢ *Robots*
   Another very exciting technology has been launch of robots and many Hospitality sectors are making it more popular by using the technology for catering the modern day traveler. Hilton Robot Concierge "Connie" is the well known example of this technology. One more popular example of the technology is Hena-na hotel which has world's first Robot staff Hotel.

Fig 3

IV. TECHNOLOGY FOR ENVIRONMENTAL MANAGEMENT:

➢ *Energy Conservation :-*
   Environmental management has become an important issue in the hotel industry, with number of hotel adopting environmental management practices in response to the growing concern for sustainable tourism products. Environmental management is systematic approach to finding practical ways for saving water, energy and materials, and reducing negative environmental impact.

   Technology can indeed help the hotels in saving the energy e.g. guest can easily control the temperature of their room by using their personal device, light sensors are again very good example of the technology which turn on when guest enters the premises. As per the survey taken by Booking. com's 'Global Sustainable Travel report,' 65%of the global travelers prefer eco friendly hotel stay , where environment is taken into consideration .

V. DISADVANTAGES OF INTERNET OF THINGS IN THE HOTEL

➢ *Privacy & security*
   Any data which is connected to internet has the risk of leakage ,guest information or confidential data might not be safe and could be hack by the third person ,this is the major drawback of the internet of thing in the hotel .

➢ *Unemployment*
   Because, of the new technologies most of the hard work is transforming to smarter work, and because of these new technologies there is lesser the need of man power.

➢ *Dependability*

Dependency upon technology for very little thing can limited the human efforts , no technology is free of error which can easily slow down daily operations in the hotel

VI. CONCLUSION

Hospitality industry is striving to cater the modern day travelers with memorable stay experience by providing the personalization services by adopting the internet of things, I have also identified few risk and challenges that needs to be overcome while using the modern day technologies. Internet of thing is one of the most important tool for anticipating the guest need , providing comfortable and personalized stay is the best way to improve the guest satisfaction which can also help in minimizing complaints and getting repeat business to the hotel.

REFERENCES

[1]. This paper analyses the existing knowledge on this subject through a review of the relevant publications by Prasanna Kansakar, Arslan Munir and Neda Shabani existence of many relevant patents in last few years