



MARKET REPORT

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- To serve food and drinks to guests who are staying at the hotel (L'Hotel group) for quarantine
- The World Health Organization also issued a list of operational considerations for COVID-19 in the hospitality and tourism sector, including handling check-ins for ill hotel residents in the face of social distancing restrictions.

(Hotels in Asia are staffed by AI robots, 2021)



- There are already hotels that are almost entirely operated by RAISA (Robots, Artificial Intelligence, and Service Automation)
- Robot chefs in a few hotels in Japan
- The Henn-na Hotel: Completely automated hotel (Front office agents, concierges, porters, in-room assistants, cleaners, chefs)
- (jetborbuis, 2020)
- up to 70% of manual administrative work is automated at the property level.
- (How Automation Technology Will Play a Leading Role in Future-Proofing Hospitality, n.d.)



- TAI and robot applications in the European market are less in the focus or are even ignored in the (scientific) discussion. (Alt & Blöcher, 2020)
- Accor (French Hospitality MNC) launched a pilot at ibis Styles London Gloucester Road, the brand's first fully digital hotel in Northern Europe (the first step in a roll-out plan that will impact at least 50 percent of its hotels in Europe over the next few years.) (Thornell, 2022)



- Cosmopolitan of Las Vegas: streamlining guest communication a step further with the use of artificial intelligence.
- Specifically, in the food and accommodation industry, studies estimate that 75 to 85% of work activities could be augmented or replaced by AI and robotics (Thornell, 2022)



America

Market Size: Current vs Predicted

- The delivery robot segment was valued at \$60.6 million in 2020 and is expected to increase to \$725.6 million by 2030, at a CAGR of 27.5%.
- Region-wise, the Asia-Pacific hospitality robots industry was valued at 75.6 million in 2020 and is expected to increase to 1,038.3 million by 2030 at a CAGR of 29.2% during the forecast period. (Exclusive Insights: Hospitality Robots Market, 2022)



The Growing Potential

- “Automation in the hospitality industry is inevitable. The aging population in developed economies creates disbalances in the labor market.
- As a result, the hospitality industry cannot remain competitive in terms of salaries and working conditions compared to other sectors.
- Thus, the labor supply in the hospitality labor market is decreasing. And automation comes to the rescue to reduce the hospitality labor demand.



Potential Partnership: Restaurants

- The pizza automation company (Picnic) announced a partnership with Seattle-based in now Technologies, which developed a self-service pickup pod (aka smart food lockers) for food service operators.
- The picnic also announced partnerships with Dominos International and Moto (Fantozzi, 2022)

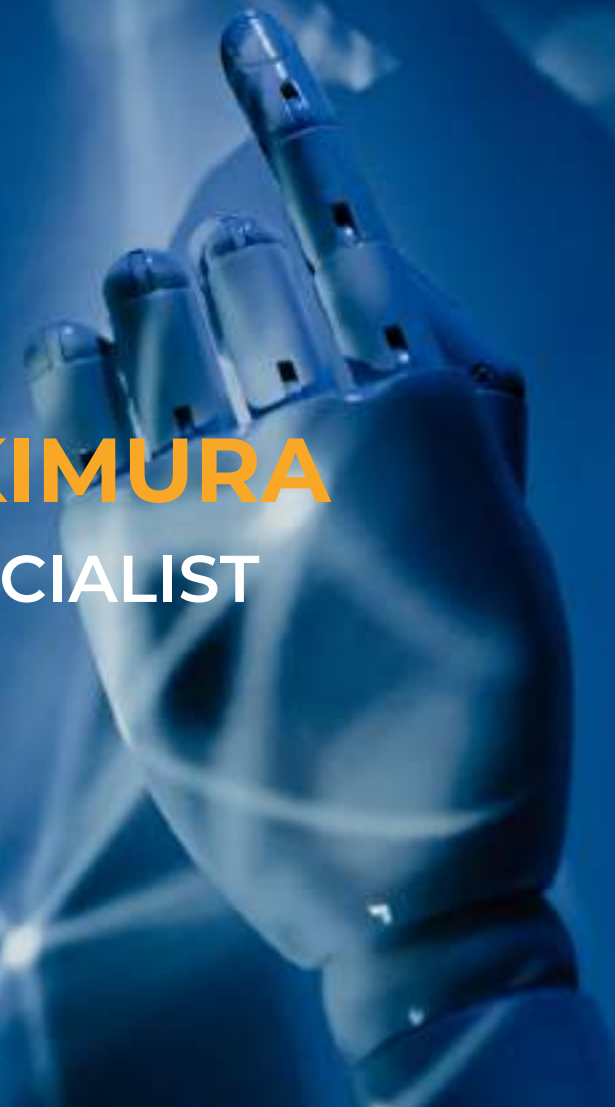




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————— *Lifting the limits* —————