



AI is only part of the future

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Digitalization

- Digitalize data
- Data integration

Digitalization

AI & Machine Learning

- ❑ Digitalize data
- ❑ Data integration
- ❑ Digitalize the business process
- ❑ Optimize the business process



Digitalization

AI & Machine
Learning

Automation

- ❑ Digitalize data
- ❑ Data integration
- ❑ Digitalize the business process
- ❑ Optimize the business process
- ❑ Robotics

Digitalization

AI & Machine
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Automation



Digitalization

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Automation





Digitalization

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Automation

- ☐ Digitalize data
- ☐ Data integration
- ☐ Digitalize the business process
- ☐ Optimize the business process
- ☐ Robotics
 - ☐ From one to all
 - ☐ From homes to hotels
 - ☐ Buy vs. lease: upgrade continuously

What will Humans do?

- ❑ Talent shortage
- ❑ Reskilling for new competencies
 - Personal preferences vs. corporate policies
 - Human touch

Human Touch



I Just Arrived in London. Can I Come to Dinner?

Travelers to the British capital can take part in the supper club scene, where home cooks and would-be restaurateurs create meals in their homes or other locales, and making friends is part of the experience.

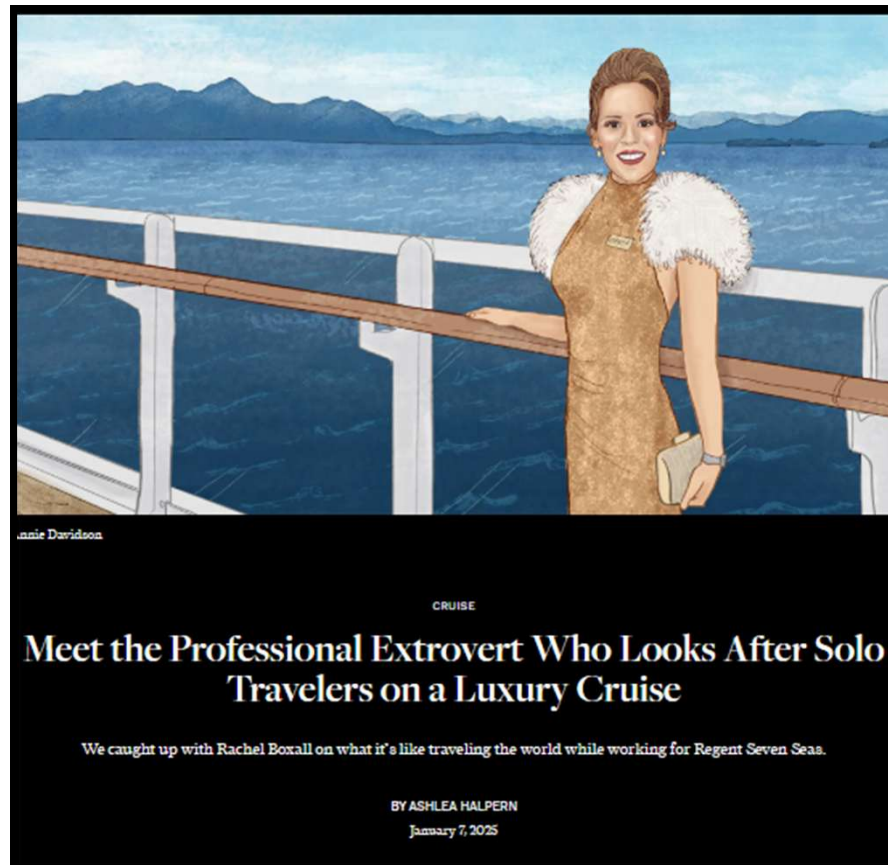
Human Touch



Human Touch



Human Touch



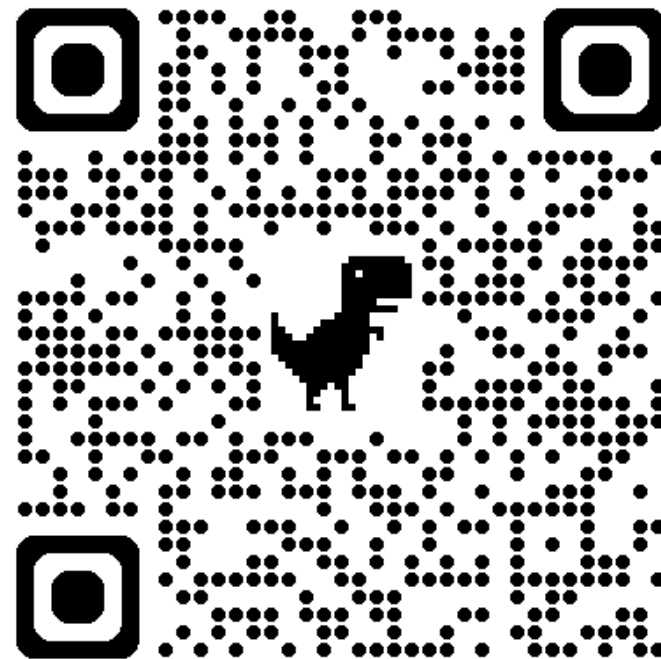
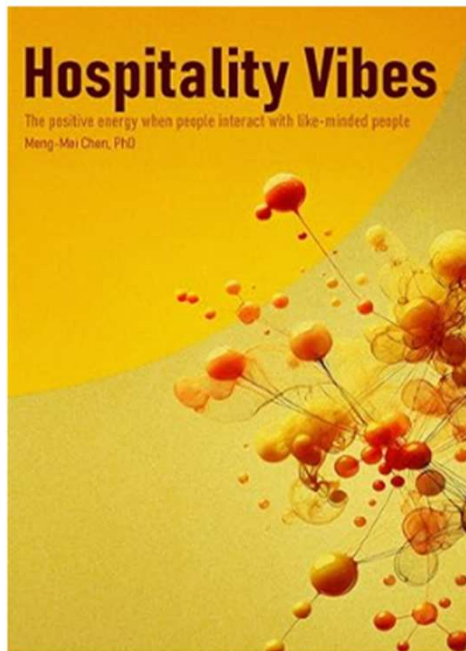
Conclusion

Hospitality businesses will be
where people can find **human interactions**
with employees and customers.

Hospitality Vibes:

The positive energy when people interact with like-minded people.

Thanks



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