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THE IMPORTANCE OF USING MODERN TECHNOLOGIES
IN HOSPITALITY ON THE EXAMPLE OF A HOTEL CHAIN «CITIZENM»

It is not a secret to anybody that we are living in the era of computer technologie. People in developed countries are trying to implement these technologies in all spheres of their life through eeducation, medicine, leisure, or even a simple house routine. Nowadays, anybody can buy a smart fridge, vacuum cleaner or kettle. Those small things simplify our every day life and making it more entertaining and interesting.

Taking a closer look at modern technologies in hotel and restaurant business, you have probably visited restaurants and seen a few interesting things, such as an ability to access your menu through the qr-code or special displays near every table which you can use to order food or call a waiter [2].

There are many Interesting technologies in our hotels today. As an example, the hotel chain «citizenM» has self check-in/out terminals in each hotel all over the world. It helps not only to facilitate and simplify work of employees, but also helps customers to check-in faster and improves their general expression about the hotel. Moreover, every room is equipped with an iPad with special remote control app.[1] Using this app customers can control absolutely anything in their room, turn on/off tv, close or open blinds, select light color in the room, regulate temperature, order room service, and etc. This app also allows to check bus schedules, weather outside and extend your staying or make an early check-out [1]. Another example – in the «Henn na Hotel» in Japan you can meet robots. At the reception, guests are greeted by a robotic administrator who will register the check-in and check-out of the guests and support a simple conversation. A female actroid (humanoid robot) caters to people who speak Japanese, and there is a robot dinosaur for English-speaking guests [3]. All these things are creating exiting and unforgettable hotel experience. To conclude, we want to say that people should use and implement modern computer technologies in hospitality. It makes work of the employees more simple, comfortable, and makes customer's experience more satisfying.

Bibliography

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