

PROJECT SUMMARY

Ref No.: MRIC/SISM-02/TTE-03	Title: Employees and Customers' Acceptance of Service Robots in the Hotel Sector
Local Institution: University of Mauritius	
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<p style="text-align: center;">TECHNICAL ABSTRACT</p> <p>Artificially intelligent (AI) service robots include various types of robotic devices that serve humans. Development and utilization of service robots has been gaining momentum during the last few years. Organizations in the service sector, such as hotels have also started utilizing AI technologies such as service robots in their service production and delivery processes. For example, Hilton Worldwide employs a robotic concierge named "Connie", who is responsible for personalizing guests' experience, providing information, and addressing guests' general comments. Some hotels in Shanghai use AI robot servers that speak different languages to provide in-room services (Holley, 2019). As Mauritius embark on a pathway to become an AI hub, research on this topic becomes important especially in the context of services sectors such as hospitality. According to a recent report by PwC, AI is like to contribute to around 10% of the Mauritian economy. This research investigates the hotel consumers and employees acceptance of service robots in the Mauritian hotel sector and the factors influencing such acceptance. It will use survey data collected from hotel customers and employees in Mauritius hotels, supplemented by in-depth interviews with the tourism and hospitality stakeholders to achieve its objectives.</p>	
Key Words: Hotel sector, service robots, AI robots, Hotel customers, Hospitality	