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**A RESEARCH ON TECHNOLOGICAL
ADVANCEMENT IN FRONT OFFICE POST COVID-19
IN CROWN PLAZA, GREATER NOIDA**

¹
*Project Report submitted in partial
fulfillment for the award of the degree of*

B.Sc. (Hotel Management)

Submitted by

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IN

SCHOOL OF HOSPITALITY

Under the Supervision of

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(Assistant Professor)**



MAY-2021



SCHOOL OF HOSPITALITY
BONAFIDE CERTIFICATE

**Certified that this project report “A RESEARCH ON TECHNOLOGICAL
ADVANCEMENT IN FRONT OFFICE POST COVID-19 IN CROWN
PLAZA, GREATER NOIDA” is the bonafide work of “Srinjoy Tripathi”
who carried out the project work under my supervision.**

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Approval Sheet

This thesis/dissertation/report entitled “A RESEARCH ON TECHNOLOGICAL ADVANCEMENT IN FRONT OFFICE POST COVID-19 IN CROWN PLAZA, GREATER NOIDA” by Srinjoy Tripathi is approved for the degree of B.Sc. Hotel Management (School of Hospitality).

Examiners

Mr.Rohit Jaswal

Supervisor (s)

Chairman

Date: _____

Place: _ Galgotias University, Greater Noida (U.P)

Statement of Project Report Preparation

1. Thesis title: A RESEARCH ON TECHNOLOGICAL ADVANCEMENT
IN FRONT OFFICE POST COVID-19 IN CROWN PLAZA, GREATER
NOIDA
2. Degree for which the report is submitted: B.Sc. Hotel Management
3. Project Supervisor ¹ was referred to for preparing the report.
4. Specifications regarding thesis format have been closely followed.
5. The contents of the thesis have been organized based on the guidelines.
6. The report has been prepared without resorting to plagiarism.
7. All sources used have been cited appropriately.
8. The report has not been submitted elsewhere for a degree.

(Signature of the student)

Name: Srinjoy Tripathi
Roll No.: 18GSOH1010004

ABSTRACT

In this COVID-19 situation people are getting frightened of getting out of their houses because in this situation people are not very comfortable of physically go out and socializing with the other people, so for this reason the hotel industry has taken initiative of placing new technologies for the guest by keeping in mind that the guest must not get panic if they go outside, they must not be infected if they meet other people or if they travel from here and there.

Hence, in this research paper I have done a survey of guest that are coming in the hotel as well as the staff that is working in the hotel “Crown Plaza, Greater Noida”, they have properly implemented all the covid -19 rules and regulations that are issued by the government for the re-opening of the hotel

In this research there are also some few suggestions and ideas that has been given by the guest for the hotel which can implemented in the hotel premises for the betterment of guest and least impact on their health during their future visits.

Keywords: - Technology, Covid-19, Pandemic, Hotel, Machine

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His guidance helped me all the time of the research and writing of my research topic which is “technological advancement in front office post covid -19 in Crown Plaza, Greater Noida” and my colleagues, juniors, hotel staff also helped me a lot in research work and from this research work I came to know many new things and about some new technologies getting used by hotel industry and which will definitely help me in my future assignments.

Hence, at last I would like to thank every single person who helped in this journey of research project.

INTRODUCTION

Now in this century the global atmosphere dominated by health concerns, the ⁴ hotel industry find itself scrambling to the inspire consume confidence while also working hard to safeguard both guests and employees against **COVID 19**.

So the **COVID 19** has undoubtedly accelerated the use of the new technologies and operations into the hotel operations .Some of the technological features which are earlier used for the introduction or extra essential works are suddenly become the necessities in this situation from replacing **tangible restaurant menus** , ⁵ **contactless hotel check in capabilities ,mobile room keys, touchless payments** and using app – for ordering food and the booking of rooms almost in every activity of the hospitality experience can now the guest can fully be operate from there phones.

Now after this post COVID 19 the front office is department of the hotel is placing some new technologies that are like Customer facing technology tools that are being present in the hotel premises to provide easy access to the Front – desk, department and other sub departments in the front office and some other devices that helps in guest services functions chatbots or live chats with the hotel front office staff as well as putting some urgent assistance straight into the guest hands with the help of this the front office employee no need to come in contact with the guest.

The latest software that can also be used in the inter – department functions like giving some important instructions about any specific guest it helps in giving duties to their staff.

TYPES OF TECHNOLOGIES

- ❖ Mobile key cards
- ❖ In room ordering service
- ❖ Passport ID scanners
- ❖ Wearables such as bands
- ❖ Paperless documentation
- ❖ Contactless Payment via payment apps

- ❖ Chatbots and robots
- ❖ Facial Recognition

- **1. CONTACTLESS PAYEMENTS:** The contactless payment is the latest most safe and secure type of payment that is given by the guest to the hotel in these there no chances of spreading of the corona virus in this type of payments if the guest does not having his wallet or not having his cards the guest can do the payment with the help of their phone it is the best way to reduce the human to human contact we can do this type pf payments by some online apps in the phone .



- **2. CHATBOTS:** A chatbot is a type of device which is placed in the front office with the help of this device the guest can ask questions at all times of the day with the help of these device they can enquire anything about the hotel as well as about the restaurants that are situated in the hotels .
 A good chatbot will answer the most common questions without the need of the human assistance .In some cases chatbots gather information from the guest then they pass the whole information to the human staff member at the earliest opportunity.



- **3. MOBILE CHECK – IN :** Mobile check-in hospitality industry is another crucial

area where to give some focus, because it can help to improve increase the customer satisfaction at the time of their arrival. Initially mobile check-in process has been accomplished so that there can be less face-to-face customer interactions with the guest and it leads to that customers can easily have greater flexibility in terms of when they do the check-in process at the hotel. This connects it with some other less contactless technology trends that are present in the hospitality industry, and can be especially welcome those guests who are nervous about this pandemic situation.



- 2 **4. RECOGNITION TECHNOLOGY**: Recognition technology is one of the most trendy technologies in general, but its services in the hospitality industry are really very immense. In particular, biometrics is being used for many basic uses basically.



FOR EXAMPLE :

Imagine if a fingerprint or facial recognition technology could be used in your hotel to unlock rooms.

OBJECTIVES

- ▶ To analyze how technology advanced in front during post COVID 19.
- ▶ To explore the various technologies advancement in front office for smooth running of the hotel post COVID 19.
- ▶ To analyze how technological advancement in front office helps to increase the profit of the hotel post COVID 19.

LITERATURE REVIEW

1. In this research the researcher basically talks about how he can signifies the tourist expectations with the new technology post pandemic .He also signifies that the guest comfortability and safety while using the new technology and the guest should not get stress while using the technology . Some of the limitations that I have noticed that basically he is more focused on the guest rather than the staff he should first let his staff know about the technology then after that they will help the guest to well known about the technology .
2. In this research the researcher basically talks about that the service provision that is based on the Hospitableness in this researcher is mainly wants to tell that hospitality is basically a services that relies on the emotional treatment by human staff to the guest .He also tells that the guest mainly prefer human staff which provide them a face to face communication as well as it will help them to express there problems and other concerns also . And in the case of placing robots they will not express there concerns that will not good for the hotel. Though the researcher is right about the human touch but it in this pandemic situation less touch between the human is safety for both the guest as well as the staff in the hotel so that is why the robots placed in the hotel in this situation are good way to give a good health.
3. In this research the researcher basically talks about that the adoption of robots in hotels is very efficient decision because the robot can increase the efficiency of the work and also helps in giving a good quality service and reduce the financial cost the most important advantage of having robots in the hotel that the robots help in maintaining social distance that has also been shown in the public. But also, he talked about some disadvantages for placing robotics in the hotel, that if they are placed in giving services to the guest many people have to lost their job and in this situation the guest will miss the human touch that most of the hotel guest basically prefer in terms of robot service.

METHODOLOGY

In methodology I will go for the quantitative methodology and well structure questionnaire will be preparing and it will be given to the hotel guests and employees after it has been filled by them it will be analyze. Basically, the target audience will be the hotel staff and the guests of the hotels

The sample size of the methodology is 100. And 10 questions will be prepared and it will be given to the guest and staff.

- 1. PRIMARY DATA SOURCE :** The colleagues those were working with me in the hotel they are kind enough that they help me a lot to gather information.And also I will do the survey with the help the of that I will gather information about my topic .
- 2. SECONDARY DATA SOURCE :**As a secondary piece of information I have checked out all the guidelines that has been given by the government .And also I will gather some information from the travel magzines also .

QUESTIONNAIRE

Demographic Questions: -

1. E-mail
2. Name
3. Designation
4. Age
5. **6** Gender
 - Male
 - Female
 - Prefer not to say
6. Mobile Number

Main Questions: -

1. During the guest check-in in the hotel the guest should be checked thoroughly at the entrance of the hotel gate:
 - Agree
 - Disagree
 - Strongly Agree
 - Strongly Disagree

2. While doing payment we can request the guest to make all his payments via digital mode as possible

- Agree
- Disagree
- Strongly agree
- Strongly disagree

3. While the guest luggage is getting inside the hotel the sanitization is done for disinfecting the virus is that helpful:

- Extremely Satisfied
- Somewhat satisfied
- Dissatisfied
- Quite dissatisfied

4. The mobile check- in process that is adopted by the hotel for the guest check –in is that helpful for the guest.

- Agree
- Disagree
- Neutral
- Strongly Agree
- Strongly Disagree

5. The chatbot that we have placed in the lobby of crown plaza hotel from this the guest will get every information about the hotel is that helpful for the guest:

- Extremely satisfied
- Somewhat satisfied
- Dissatisfied
- Extremely dissatisfied
-

6. The Process of temperature checking of the guest with the help of the temperature checking gun is that useful:

- Agree

- Disagree
- Strongly agree
- Strongly disagree

7. While doing the check in formalities of the guest we are using digital folios for the guest that will help less contact between the guest and the staff is that helpful:

- Extremely satisfied
- Quite satisfied
- Somewhat satisfied
- Dissatisfied

8. The glass walls that we have placed in the front desk for the safety of the guest as well as safety for the of our staff is it helpful.

- Extremely satisfied
- Quite satisfied
- Somewhat satisfied
- Dissatisfied

9. The air purifiers that we have placed in the lobby which is used for purifying the air after some specific time is it useful:

- Yes
- No
- Maybe Necessary
- Not necessary

10.The Sanitization Foot mats that are filled with sanitizers that help to disinfect the guest shoes while entering the hotel premises is that useful:

- Extremely satisfied
- Quite satisfied
- Somewhat satisfied
- Dissatisfied

11.The placing of stickers in the lobby floor in which there is written 4 feet gap between two persons is that useful:

- Agree

- Disagree
- Strongly Agree
- Strongly Disagree

12. The automatic hand sanitizer dispenser which are placed in the lobby specially in the desk is that helpful:

- Extremely satisfied
- Somewhat satisfied
- Dissatisfied
- Extremely dissatisfied

13. The placing of toothpicks in elevator for pressing the floor buttons is that helpful:

- Extremely satisfied
- Quite satisfied
- Somewhat satisfied
- Dissatisfied

14. The removing of sitting arrangements from the lobby due to social distancing is that useful:

- Yes
- No
- Maybe Necessary
- Not necessary

15. The sensor door that are placed in the lobby entrance instead of the manual opening doors are them helpful:

- Extremely satisfied
- Quite satisfied
- Somewhat satisfied
- Dissatisfied

16. Do you like the changes in the services that are given to the guest after the pandemic situation:

- Extremely satisfied
- Satisfied
- Dissatisfied

- Extremely dissatisfied

17. Do you like the guest escorting service by following the proper covid 19 rules

- Yes
- No
- Don't remember
- Maybe

18. The staff were maintaining social distance while interacting with guest:

- Yes
- No
- don't remember
- Maybe

19. The using of sanitizing tunnel in the entrance of the lobby gate is that useful:

- satisfied
- Somewhat satisfied
- Dissatisfied
- Extremely dissatisfied

20. How much would you rate the service of the staff:

- Excellent
- Good
- Poor
- Very poor

SAMPLES OF THE SURVEY

Sample 1:-

A research on technological advancement in front office in CROWN PLAZA GREATER NOIDA POST COVID 19

*Required

NAME *
Mayur mishra

DESIGNATION
Indigo airlines captain

E-MAIL
.....

GENDER *

MALE
 FEMALE
 PREFER NOT TO SAY

MOBILE NO
.....

1. During the guest check-in in the hotel the guest should be checked thoroughly at the entrance of the hotel gate *

Agree
 disagree
 strongly agree
 strongly disagree

2. While doing payment we can request the guest to make all his payments via digital mode as possible *

Agree
 disagree
 strongly agree
 strongly disagree

3. While the guest luggage is getting inside the hotel the sanitization is done for disinfecting the virus is that helpful : *

Extremely satisfied
 Somewhat satisfied
 Dissatisfied
 Quiet Dissatisfied

4.The mobile check- in process that is adopted by the hotel for the guest check –in is that helpful for the guest *

- Agree
- Disagree
- Neutral
- Strongly agree
- Strongly disagree

5.The chatbot that we have placed in the lobby of crown plaza hotel from this the guest will get every information about the hotel is that helpful for the guest : *

- Extremely Satisfied
- Somewhat satisfied
- Dissatisfied
- Extremely Dissatisfied

6.The Process of temperature checking of the guest with the help of the temperature checking gun is that useful :

- Agree
- Disagree
- Strongly Agree
- Strongly Disagree

7.While doing the check in formalities of the guest we are using digital folios for the guest that will help less contact between the guest and the staff is that helpful : *

- Extremely satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

8.The glass walls that we have placed in the front desk for the safety of the guest as well as safety for the of our staff is it helpful . *

- Extremely Satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

9.The air purifiers that we have placed in the lobby which is used for purifying the air after some specific time is it useful : *

- Yes
- No
- Maybe necessary
- Not necessary

10.The Sanitization Foot mats that are filled with sanitizers that help to disinfect the guest shoes while entering the hotel premises is that useful : *

- Extremely satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

11.The placing of stickers in the lobby floor in which there is written 4 feet gap between two persons is that useful : *

- Agree
- Disagree
- Strongly Agree
- Strongly Disagree

12.The automatic hand sanitizer dispenser which are placed in the lobby specially in the desk is that helpful : *

- Extremely satisfied
- Somewhat satisfied
- Dissatisfied
- Extremely Dissatisfied

13.The placing of toothpicks in elevator for pressing the floor buttons is that helpful : *

- Extremely satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

14.The removing of sitting arrangements from the lobby due to social distancing is that useful : *

- Yes
- No
- Maybe Necessary
- Not Necessary

15.The sensor door that are placed in the lobby entrance instead of the manual opening doors are them helpful : *

- Extremely satisfied
- Quiet satisfied
- Dissatisfied
- Quiet Dissatisfied

16.Do you like the changes in the services that are given to the guest after the pandemic situation : *

- Extremely satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied

17. Do you like the guest escorting service by following the proper covid 19 rules *

- Yes
- No
- Don't remember
- Maybe

18. The Staff were maintain social distance while interacting with guest: *

- Yes
- No
- Maybe
- Don't Remeber

19. The using of sanitizing tunnel in the entrance of the lobby gate is that useful : *

- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Extremely dissatisfied

How would you rate the service of the staff *

- Excellent
- Good
- Poor
- Very poor

Sample 2:-

<p>NAME *</p> <p>Ramesh bisht</p>
<p>DESIGNATION</p> <p>Laundry manager</p>
<p>E-MAIL</p> <p>.....</p>
<p>GENDER *</p> <p><input checked="" type="radio"/> MALE</p> <p><input type="radio"/> FEMALE</p> <p><input type="radio"/> PREFER NOT TO SAY</p>
<p>MOBILE NO</p> <p>.....</p>
<p>1. During the guest check-in in the hotel the guest should be checked thoroughly at the entrance of the hotel gate *</p> <p><input checked="" type="radio"/> Agree</p> <p><input type="radio"/> disagree</p> <p><input type="radio"/> strongly agree</p> <p><input type="radio"/> strongly disagree</p>
<p>2. While doing payment we can request the guest to make all his payments via digital mode as possible *</p> <p><input checked="" type="radio"/> Agree</p> <p><input type="radio"/> disagree</p> <p><input type="radio"/> strongly agree</p> <p><input type="radio"/> strongly disagree</p>
<p>3. While the guest luggage is getting inside the hotel the sanitization is done for disinfecting the virus is that helpful : *</p> <p><input checked="" type="radio"/> Extremely satisfied</p> <p><input type="radio"/> Somewhat satisfied</p> <p><input type="radio"/> Dissatisfied</p> <p><input type="radio"/> Quiet Dissatisfied</p>

4.The mobile check- in process that is adopted by the hotel for the guest check –in is that helpful for the guest *

- Agree
- Disagree
- Neutral
- Strongly agree
- Strongly disagree

5.The chatbot that we have placed in the lobby of crown plaza hotel from this the guest will get every information about the hotel is that helpful for the guest : *

- Extremely Satisfied
- Somewhat satisfied
- Dissatisfied
- Extremely Dissatisfied

6.The Process of temperature checking of the guest with the help of the temperature checking gun is that useful :

- Agree
- Disagree
- Strongly Agree
- Strongly Disagree

7.While doing the check in formalities of the guest we are using digital folios for the guest that will help less contact between the guest and the staff is that helpful : *

- Extremely satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

8.The glass walls that we have placed in the front desk for the safety of the guest as well as safety for the of our staff is it helpful . *

- Extremely Satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

9.The air purifiers that we have placed in the lobby which is used for purifying the air after some specific time is it useful : *

- Yes
- No
- Maybe necessary
- Not necessary

10.The Sanitization Foot mats that are filled with sanitizers that help to disinfect the guest shoes while entering the hotel premises is that useful : *

- Extremely satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

11.The placing of stickers in the lobby floor in which there is written 4 feet gap between two persons is that useful : *

- Agree
- Disagree
- Strongly Agree
- Strongly Disagree

12.The automatic hand sanitizer dispenser which are placed in the lobby specially in the desk is that helpful : *

- Extremely satisfied
- Somewhat satisfied
- Dissatisfied
- Extremely Dissatisfied

13.The placing of toothpicks in elevator for pressing the floor buttons is that helpful : *

- Extremely satisfied
- Quiet satisfied
- Somewhat satisfied
- Dissatisfied

14.The removing of sitting arrangements from the lobby due to social distancing is that useful : *

- Yes
- No
- Maybe Necessary
- Not Necessary

15.The sensor door that are placed in the lobby entrance instead of the manual opening doors are them helpful : *

- Extremely satisfied
- Quiet satisfied
- Dissatisfied
- Quiet Dissatisfied

16.Do you like the changes in the services that are given to the guest after the pandemic situation : *

- Extremely satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied

17.Do you like the guest escorting service by following the proper covid 19 rules *

- Yes
- No
- Don't remember
- Maybe

18. The Staff were maintain social distance while interacting with guest: *

- Yes
- No
- Maybe
- Don't Remeber

19.The using of sanitizing tunnel in the entrance of the lobby gate is that useful : *

- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Extremely dissatisfied

How would you rate the service of the staff *

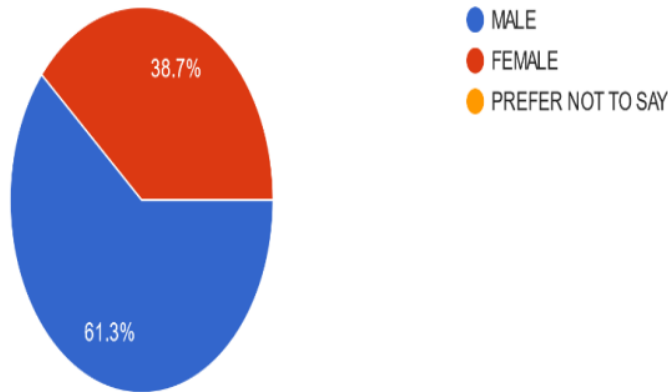
- Excellent
- Good
- Poor
- Very poor

DATA ANALYSIS AND INTERPRETATION

I was able to get about 80 responses that is filled by the guest that are coming in the crown plaza greater Noida and as well as some of the staff of the hotel crown plaza.

I have directed 20+ questions each with the multiple options. All the data was collected with the help of google form as per the data collected of 80 responses. As per the data collected out of 80 61.3% (49) are male and 38.7% (31) are female

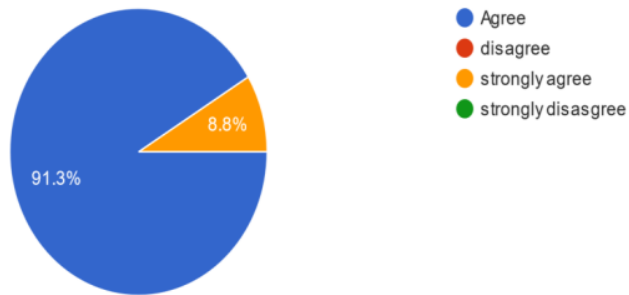
GENDER
80 responses



GRAPHICAL REPRESENTATION

1. During the guest check-in in the hotel the guest should be checked thoroughly at the entrance of the hotel gate

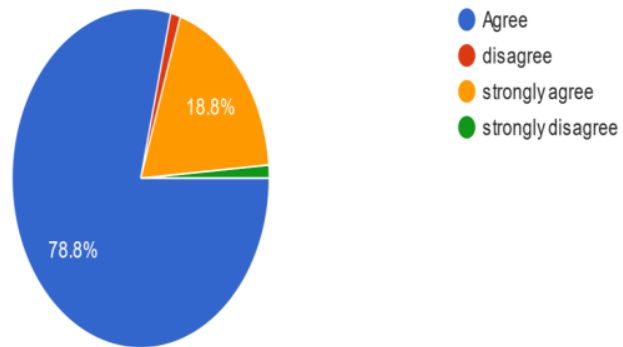
80 responses



As per the Pie Chart a majority of the guest i.e., 91.3% has said that there should be thorough body checkup at the entrance of the hotel so this totally shows that the employees of the hotel are very much concern about the safety of their guests that are coming in the hotel. This also shows that they are very concerned about their other colleagues of the hotel as well.

2.While doing payment we can request the guest to make all his payments via digital mode as possible

80 responses

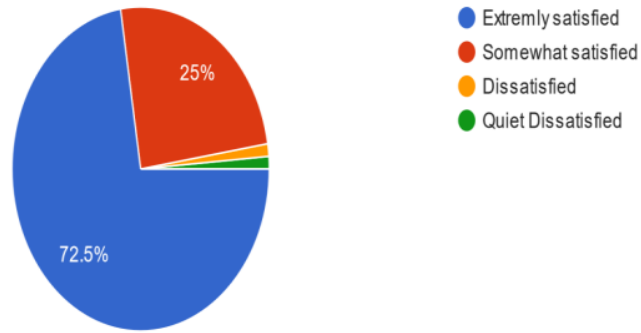


As per the information received almost 78.8% guest are very much happy with our Online process payment because in this process there is less contact between the staff and the guest and it will help in not spreading the virus but some guest do not prefer online payment because sometimes there is network issues that face some problem in doing the payments.

So, in this situation there should be a separate counter where only physical payments should be taken.

3.While the guest luggage is getting inside the hotel the sanitization is done for disinfecting the virus is that helpful :

80 responses

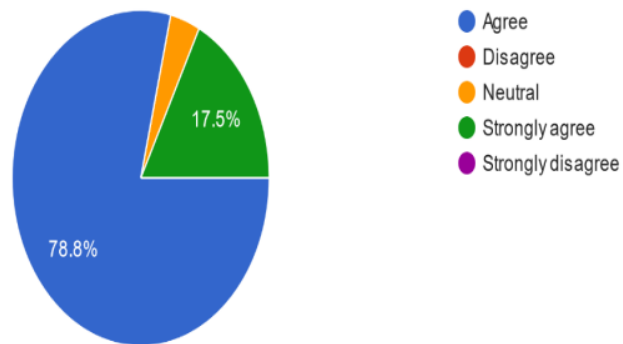


The outcome of this question is that around 72.5% of the guest are agree about the process of sanitizing their luggage bags but some guest around 25% not very much happy about this process because due to sanitizing the guest luggage get wet due to that so that's why some guests do not like to sanitize their luggage bag.

In this the staff can do that they can use less amount of sanitizer while doing the sanitize the process of the bag.

4.The mobile check- in process that is adopted by the hotel for the guest check –in is that helpful for the guest

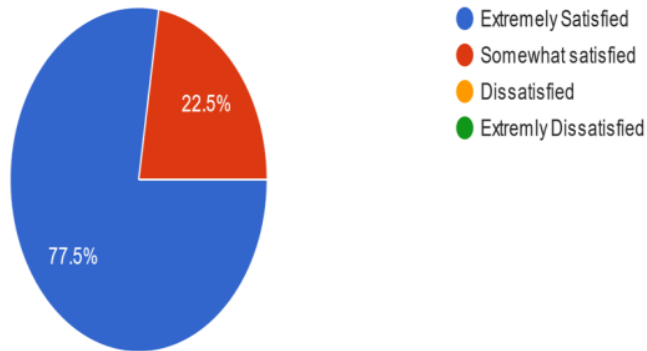
80 responses



In this survey we have seen that around 78.8 % guest satisfy with the mobile check – in process because in that system by sitting in their houses they can book rooms according to their choice and after that they just need to come to the reception for giving their identity card for scanning and then get there room keys in this process the guest no need spend more time in the reception .

5.The chatbot that we have placed in the lobby of crown plaza hotel from this the guest will get every information about the hotel is that helpful for the guest :

80 responses

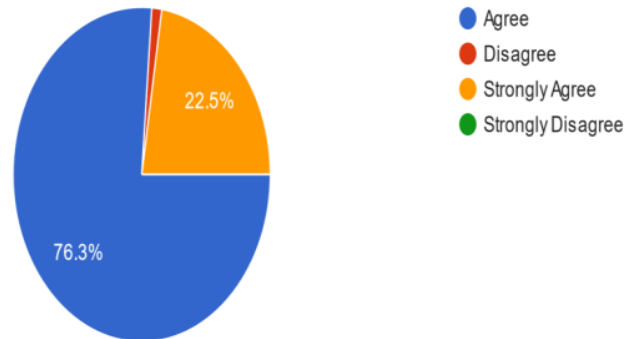


In this survey around 77.5% are very surprised with this new technology where they are directly going to the area where the chatbot is placed they orally asked the chatbot about the information and the chatbot display it on his screen.

But around 22.5 % guest are not very much satisfied with the new technology because sometimes the chatbot shows some wrong information and for that reason they have to again ask the hotel staff about the same thing that they want to know for this reason some guests do not prefer the chatbot technology.

6.The Process of temperature checking of the guest with the help of the temperature checking gun is that useful :

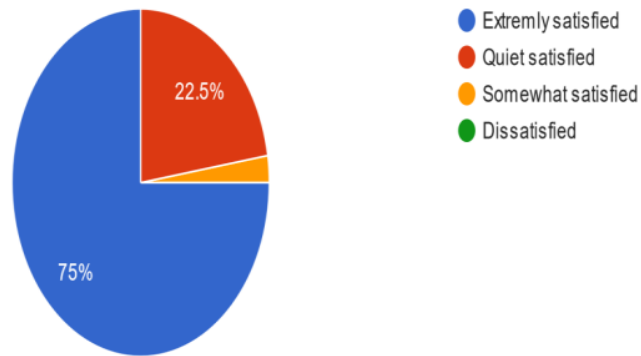
80 responses



In this chart around 76.3% guest are very much happy about this process of checking their temperature before entering the hotel because in this also know about his body temperature that the Guest is fit and healthy and he is not affected with covid -19. Although, as per chart few people may not like or disagree with the same process, while checking them personally I came to know that many of them believe that this machine gives false results by few units, which may harm the process and keep others in the danger of virus too.

7. While doing the check-in formalities of the guest, we are using digital folios for the guest that will help less contact between the guest and the staff. Is that helpful?

80 responses

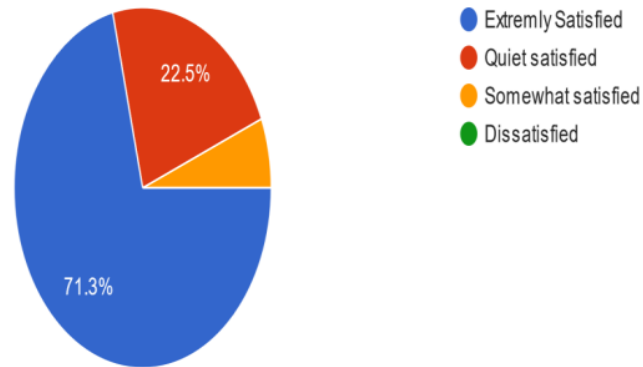


In this pie chart, around 75% of guests prefer the digital folio compared to the manual folio because in this process, the guest just needs to fill the registration card online and then send it back to the reception staff, resulting in less contact with the guest and the staff.

But around 22.5% of guests are not very satisfied with these processes because for some guests who are in a hurry, they think it is a slow process compared to the manual process. For this reason, some guests do not prefer this method.

8.The glass walls that we have placed in the front desk for the safety of the guest as well as safety for the of our staff is it helpful .

80 responses

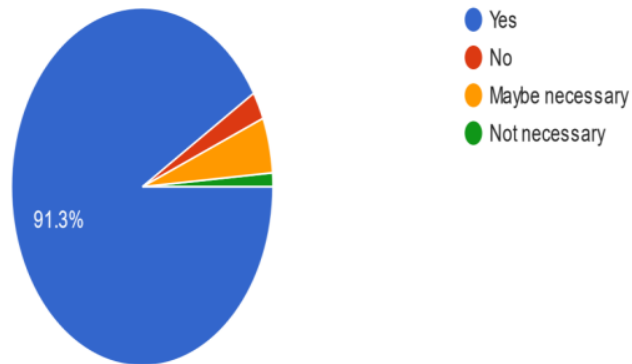


In this pie chart it is showing that 71.3% guest are satisfied with this idea because it acts like a shield between the guest and the staff while the guest is standing and talking to the staff in the front desk.

But around 22.5% guest that include the hotel staff also they face some miscommunication while talking from the glass the guest sometimes not able properly listen to the staff so for that reason guest has to speak loudly and that can cause disturbance to the guest.

9.The air purifiers that we have placed in the lobby which is used for purifying the air after some specific time is it useful :

80 responses

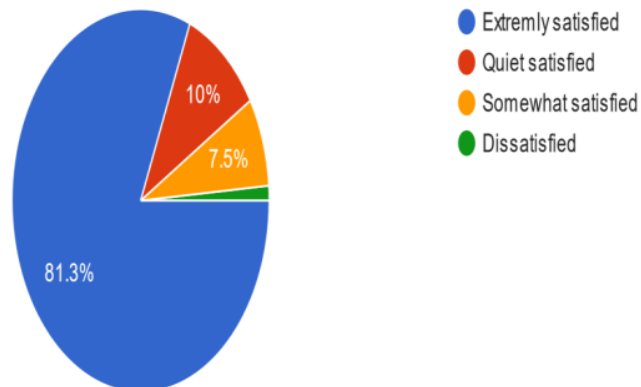


In this pie chart 91.3% guest are very happy and comfortable with this exercise of placing air purifiers in the lobby that will help to purify the whole air at some specific time because nowadays we have heard that bad air leads to more chances of getting infected the virus.

So, for this reason for the safety of the guest and the staff of the hotel the placing of air purifiers in the lobby is a good decision.

10.The Sanitization Foot mats that are filled with sanitizers that help to disinfect the guest shoes while entering the hotel premises is that useful :

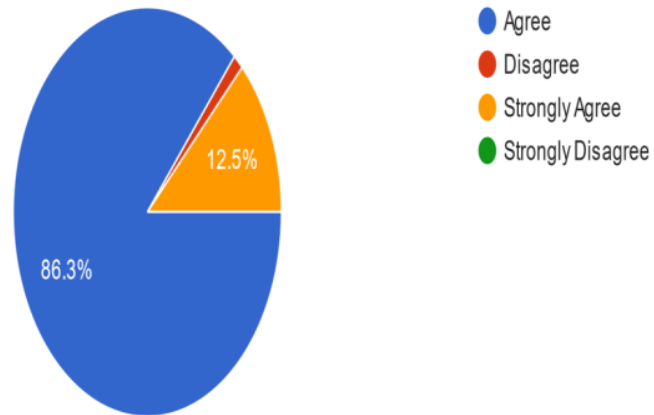
80 responses



In this chart around 81.3% are guest satisfied with our technique of placing the sanitization foot mat but around 10% guest are not satisfied with our technique because some guest thinks that if they do this process, it will wet the whole shoes also it can shoe material for that reason some guests do not prefer this technique of the sanitizing their shoes.

11.The placing of stickers in the lobby floor in which there is written 4 feet gap between two persons is that useful :

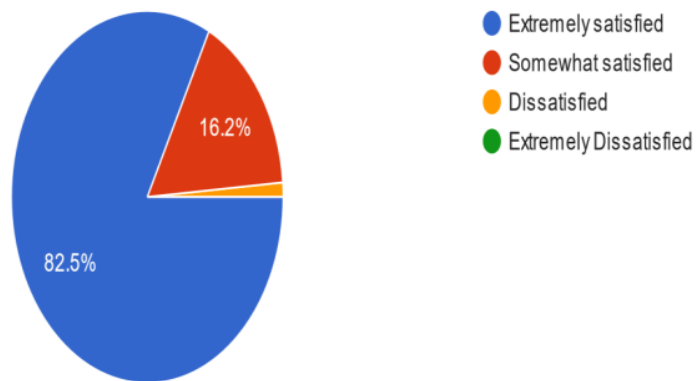
80 responses



In this chart all the guest are very much happy about placing the stickers in the lobby floor because by this it will not any grouping between the guest they just stand on the stickers where it has been placed it help in social distancing between the guest and the staff also.

12.The automatic hand sanitizer dispenser which are placed in the lobby specially in the desk is that helpful :

80 responses

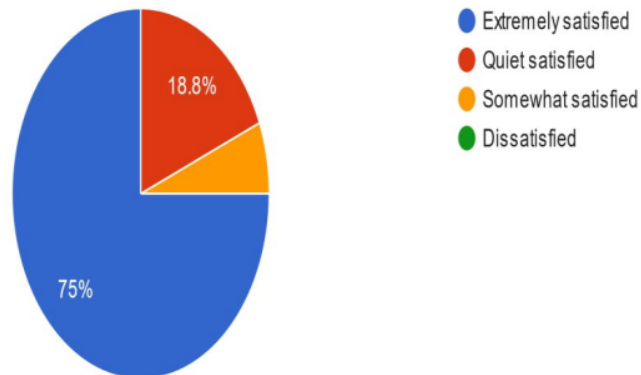


In this pie chart around 82.5 % was extremely happy with placing of automatic hand sanitizer dispenser because in this do not need to touch the sanitizer just place the hand under the machine the sanitizer will get out. In this their people no need to touch as compare to the normal sanitizer bottles that are placed were people need to touch spray bottle forget the sanitizer.

But around 16.2% are not very comfortable with this process because sometimes it gets empty and staff forget to refill that time guest not able to use it then they have to go far away for sanitizing their hands.

13.The placing of toothpicks in elevator for pressing the floor buttons is that helpful :

80 responses

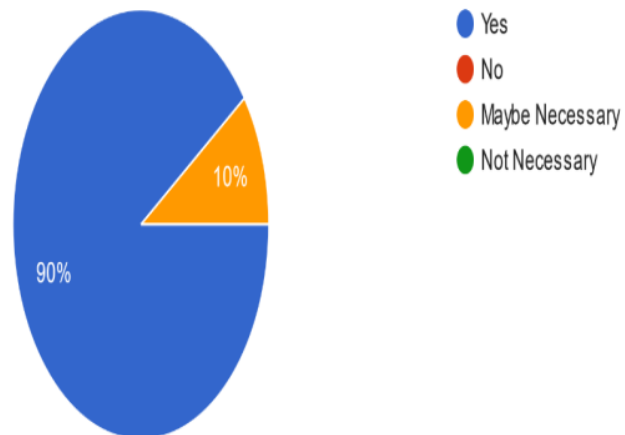


In this pie chart around 75% people like the new trend of placing the toothpicks in the elevator because in this trend the guest can use one stick for pressing of buttons and throw it away in these there is no chance of getting in touch with anyone else.

But around 18.5% people do not like this trend because there is sometime the guest again put the use stick in the holder that can be risky for the other guest as well and sometimes also the sticks were thrown here and there in the elevator that is looks like very unhygienic. In this situation we can place 1 covered dustbin in the elevator and also tell the guest after using the stick throw it in the garbage.

14.The removing of sitting arrangements from the lobby due to social distancing is that useful :

80 responses

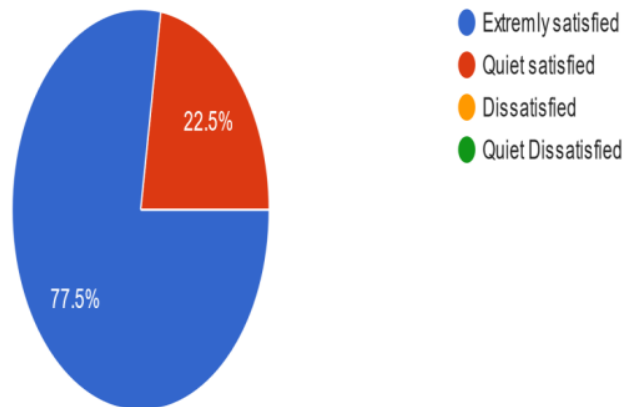


The outcome of this question is that in this around 90% guest that are coming in the hotel are very much appreciated our practice of removing the sitting arrangements due to covid because of sitting arrangements there sometimes guest do not follow proper social distancing and they do not maintain a proper gap also.

But in this also 10% guest not appreciated our practice because they have complained that sometimes there are aged guest also who are not able to stand over for a long time for this, they do not prefer the practice. So in this situation there is a coffee just behind the lobby where the guest can go and have a seat till the front office staff do their check –in formalities.

15.The sensor door that are placed in the lobby entrance instead of the manual opening doors are them helpful :

80 responses

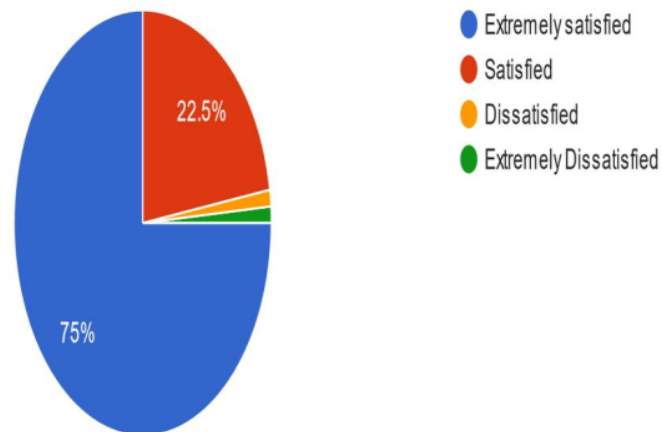


The outcome of this question is that around 77.5% people agree for this idea in this it includes both the guest as well as the staff of the hotel because in this the guest no need to touch the gate staff also no need to touch the gate for opening it for the guest in sensor but because in manual door both the staff and guest get in contact with each other it can spread the virus.

But around 22.5% guest not very supportive with this idea because sometimes door do not open easily it takes too much time due to some technical issues for this reason some guests do not prefer the automatic door.

16. Do you like the changes in the services that are given to the guest after the pandemic situation :

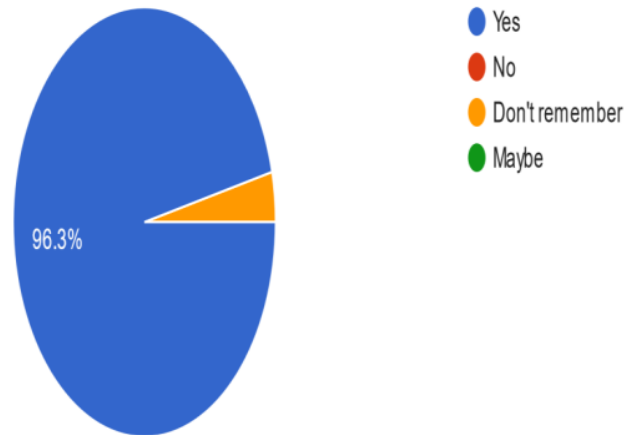
80 responses



As per the information gathered around 77.5% guest like the changes in the service like sanitization process in which we give the rooms to the guest after 24 hours by doing proper sanitization of the rooms. But in another side of this scene is that around 22.5% just satisfied with the service because some guest need urgent rooms and they have wait for long time in the lobby to get their rooms for this reason some of the guests do not like the process.

17. Do you like the guest escorting service by following the proper covid 19 rules

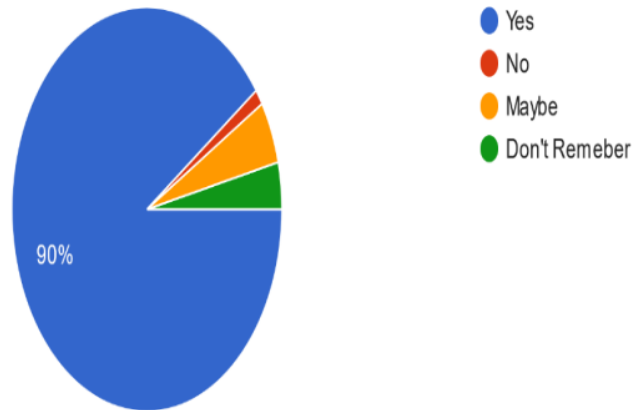
80 responses



In this pie chart around 96.3% people like our guest escorting service by properly following the covid rules like keeping a proper distance from the guest and staff using their own master key to open the door for gratitude the guest.

18. The Staff were maintain social distance while interacting with guest:

80 responses

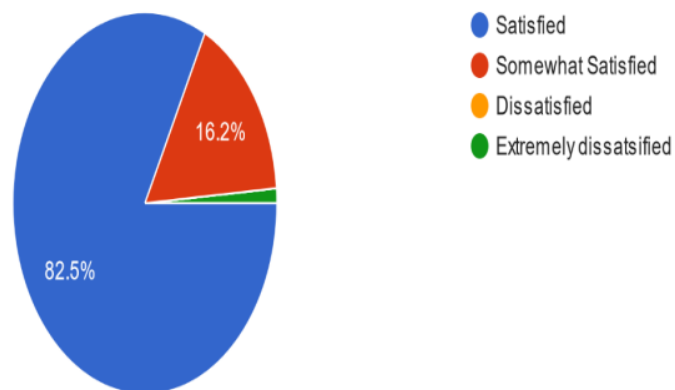


In this question around 90% guest are very happy with the way like how the staff is maintaining proper social distance while interacting with the guest by taking all the important precautions like wearing of gloves, mask and face shield.

And 10% guest did not notice the staff that they were maintaining social distance or not or wearing the gloves and face shield.

19.The using of sanitizing tunnel in the entrance of the lobby gate is that useful :

80 responses



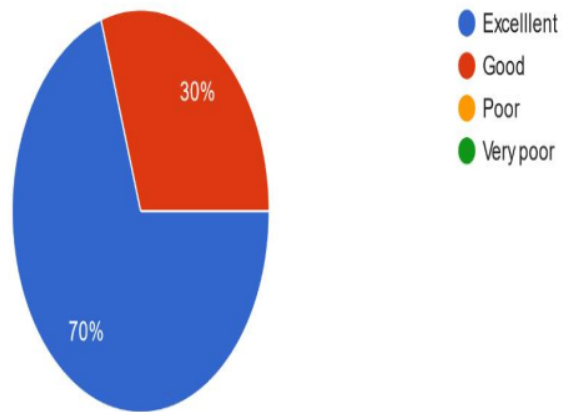
In this chart we have seen that around 82.5% guest are very satisfied of putting the sanitizing tunnel in the gate because it helps very much to sanitize the whole clothes and the whole body of the guest.

But around 16.2% guest are not much satisfied with the sanitizing tunnel because sometimes by going through the tunnel the guest complained that their whole clothes get also wet due to the sanitizing process so some guests do not prefer the tunnel.

In this pi chart around 70% guest are very much happy with our staff service. But around 30 %guest is not much satisfied with the service of the staff because sometimes they have to wait to get their query clear due to this some guests do not satisfy with our staff service.

How would you rate the service of the staff

80 responses



In this pie chart around 70% guest are very much happy with our staff service. But around 30 % guest is not much satisfied with the service of the staff because sometimes they have to wait to get their query clear due to this some guests do not satisfy with our staff service.

CONCLUSION

In this century were all the people are very afraid to travel from one place to another due to the pandemic situation the customer is basically think about that if they are staying in a hotel and resort there is main concern is safety of there for their health.

So for this reason that hotel Crown plaza greater Noida has get up with some new idea by thinking about the safety of their guest that are coming in the hotel for stay for this they have place some new technologies in there lobby that is beneficial for the guest during the time when they get in the hotel Like some of the services before the covid only cash or card payments were taken but after covid the hotel is accepting online payments from the guest like from some online payment app such as Paytm and phone pe etc.

For the safety of their guest as well as safety of their team members in the entrance their thermal screen process has been also started during the guest entering the lobby and also sanitizing the guest luggage activity also has been started.

According to the survey I have observed that the guest as well as the staff are very much satisfied with our technological advancement in front office .As I have asked my sales and marketing team about the guest reviews they have mention that the guest feels delighted that they have stay with us so comfortably they basically love the latest services that are given to the guest by the hotel they basically like the staff service very much because in this tough situation the staff is giving extraordinary service to their guests by following the proper guidelines .

The main prospective of my whole survey is that what are the basic benefits we are getting by adapting this new technology.

- 1.Fast and easy to implement
2. Improve staff efficiency
3. Easy management on the go
4. Manage the front office as well as the back office very well through the same platform

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Final Submission - Review 3

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