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E-Poster of the 1st ICT Conference 2022

ICT CONFERENCE 2022

"Embracing Digital Learning Transformation"

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SMART ROOM SERVICE APPS

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ABSTRACT

As a result of confinement-related difficulties, the COVID-19 pandemic has caused radical changes in tourism industry. The purpose of this project is to design a system for a hospitality service that can be used by the Telecommunication industries that are affected by the COVID 19 in its daily promotion

INTRODUCTION

Smart Room Service App is a newly invented mobile application with full functionality, allowing guests to navigate around the app and check or choose all of the available room services, as well as all of the necessary information, and submit their query.

INTRODUCTION

This research is to examine perspectives in Smart Room Service App innovation with the context of hotel co-creation. Next, the current research proposes an advanced basic model of technology use i.e. technology-based services (TBS) using Smart Room Service App by analyzing the impact of customer engagement, need for interaction and level of co-creation on adoption between hotel guests with smartphone use with this app. The effect of the level of co-creation on customer satisfaction was also studied

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- Online food order
- Wakeup calls
- Shopping
- Tour package
- Pay online
- Hotel walk through
- Gallery
- Check-in-alert
- Amenities order
- Track order

RESULTS

Smart room service apps has effect on the quality of services provided. The project enables to be more efficient instead of direct services especially during COVID-19 pandemic. This services app more effective for hospitality that used in telecommunication industries. With advance application system, guests have lower risks of making mistakes and know the procedur during/after pandemic.

CONCLUSION

Overall, smart room technology can improve personalization, energy economy, repair speed, ease, and the ability to remotely manage gadgets. This is because SMART ROOM eliminates all of the challenges associated with traditional room service while also providing a unique mobile experience for your visitors.

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