

# **A Study on the use of Robotics in the Front Office Department of Hotels**

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**Abstract:** *This research explores the utilization of robotics in the front office department of hotels. The front office plays a crucial role in guest services, including check-in, check-out, concierge services, and information provision. With advancements in robotics technology, hotels are increasingly considering the integration of robots to enhance efficiency, improve guest experiences, and streamline operations. This research aims to investigate the current trends, benefits, challenges, and future prospects of using robotics in the front office department of hotels. The study involves a combination of primary research, including surveys and interviews with hotel management and staff, as well as secondary research through literature review and analysis of industry reports. The findings will contribute to a comprehensive understanding of the impact and potential of robotics in transforming front office operations in hotels.*

**Keywords:** Robotics, Front Office, Hotels, Automation, Guest Services