



NEW TECHNOLOGY A BOON OR BANE??

Sandeep R. Shelar

Asst. Professor, Maharashtra State Institute of Hotel Management & Catering Technology, Pune.

Abstract

Every Industry including Hotel Industry is badly confronted with introduction of new technology, innovation, mechanization and automation resulting an economic loss by way retrenchment of employees, economic recession and uncertainty leading to economic loss world over. All advanced countries are facing a threat from terrorism, falling commodity prices like steel, petroleum products, metals and war like situation leading to inconclusive results.

Key Words: Technology Innovation Mechanization Automation Recession Uncertainty Threat to Economy.

Introduction

Today hospitality industry is confronted with introduction of modern tools to operate and machines are replacing manpower. There are multiple reasons encountered by hotel industry by using most modern machines to operate and the work force at their disposal is compelled to remain outside of the ring. For example in a large kitchen of five star hotel are bringing cutting machines for vegetables, buffalo chopper, bulk potato peeler, break slicing machines, Dough mixing machines for wheat flour and meat slicing machines to cut bones and meat uniformly.

Now in Food and Beverage service department TABLETS are used with notepad to receive customers' orders instead of paper notebook followed prompt ordering machines to get ONLINE ORDERS, In case of Housekeeping there are many time and cost saving devices to keep customer happy by using VACCUM CLEANER, MINIBAR DOCKET ,There are certain automatic devices to get services like laundry and scheduled cleaning of rooms automatically.

In the front office reservations are performed online and if the guest does not get room the hotel have facility to arrange a room in the sister hotel nearby. There are certain computerized service from Guest Relation Executive and the Tourist Desk. I refer an article in Economic Times dated 27 Oct 2016 by M/s Anjana Menon for her frank prediction observing the big earthquake of TATA GROUP where Mr Cyrus Mistry was asked to put papers for chairmanship of TATA GROUP Many Tata companies in the area of Steel, Telecom, Hospitality, Motors etc. were in losses. The group suffers a huge debt to be repaid. Menon expresses (PLEASE NOTE) that TATA CONSULTANCY SERVICES is a big Cash Cow having worldwide presence in more than 70 countries. But there is catch, she says that TCS will face the risk from ROBOTICS, ADDITIVE MANUFACTURING and ARTIFICIAL INTELLIGENCE may affect bottom line. I quote " It will rob the group of all the pillars it comfortably rest on. The technology shift could pillage the advantages of scale, labour, deep pockets, pedigree and a lot more. In the new world order, Tata's biggest cash cow, TCS may end up fighting small innovative labs that specialize in deep thinking, making its current business model outmoded" It is unpredictable how future decades will change business models after accepting the threat of new technology and how economies will be hurt and a new earthquake will damage our dreams of prosperity. The social media network like LinkedIn, Face book, and Twitter will change the perspective of all business models across the world. It is a boon or bane the TIME WILL TELL. In competition the strategic innovations has spurred the best practices for hotel industry.

What is Technology

Technology is a blend of sophisticated skills, methods, processes used in the production of goods and services in achieving the objectives to please customers and the bottom line. Today Computer technology is blessing in disguise to the human race. The systematic application of science is termed technology. Technology has many effects. It has helped to develop more advanced economies to rise to the top. It has helped to improve the environment pollution, processes to make poisonous substances harmless.Until recently it was believed that development of technology was restricted to human beings, but in 21st century scientific studies indicate that certain dolphin communities are using the tool.

What is Automation

Automation or automatic control is the use of various control systems for operating equipment such as machinery, processes in factories, boilers and heat treating ovens, switching on telephone network, steering and stabilization of ships, aircraft and other applications with reduced intervention human beings. Automation saves labour, cost and time. Also for manual workers in poor countries will lose jobs due to automation is a fact. On social aspect automation be used selectively to save the jobs of poor. Automation has been achieved by various means including mechanical. Hydraulic, pneumatic, electrical, electronic devices and computers usually in combination. Factories, airplanes and ships use these techniques for easy time and cost saving devices.



Objective of this Study

1. To understand the impact on manpower due to technology & automation.
2. To understand whether there is a change in revenue generation due to technology.
3. Whether technology and automation increases profitability.
4. To study how cost and time effective technology can benefit hotel industry.
5. To study the future perspective of technology/ automation

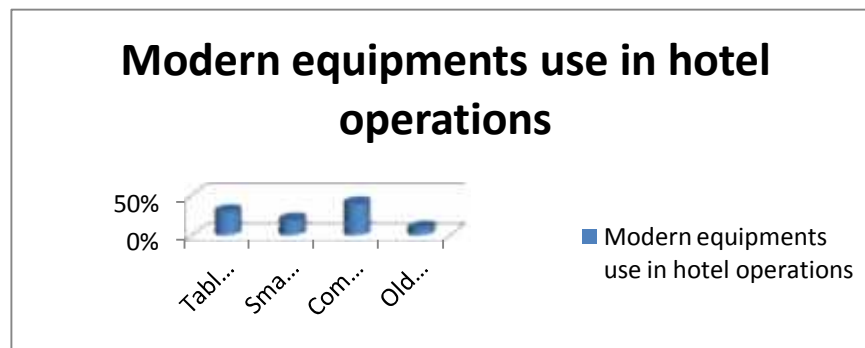
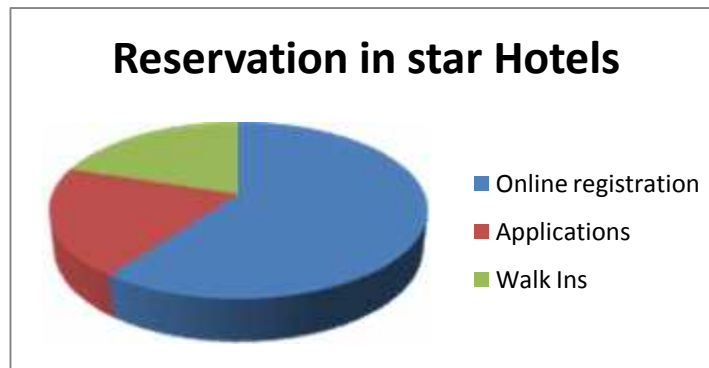
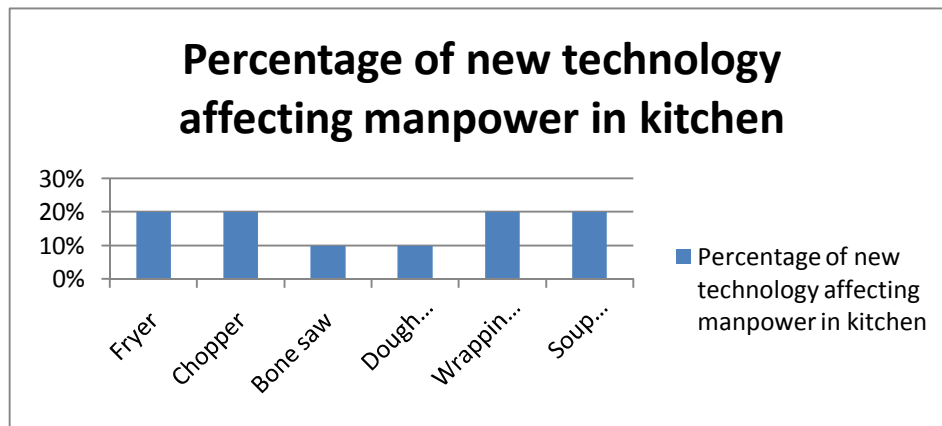
Need of Study

Hotel Industry is constantly using technology and automation to increase efficiency in services, quality and customer satisfaction. Hotel need lot of equipment to work in production in large scale where human hands restrict the profitability efficiency and customer satisfaction the key factors in hotel management.

Research Methodology

Data Collection

Primary data:by drafting questionnaire, observing and interviewing some brand consultants or experts New equipment used in kitchen





Automation percentage of manpower use in hotels



- Manpower decreases
- No committed
- Increase manpower

Prossional Requirements



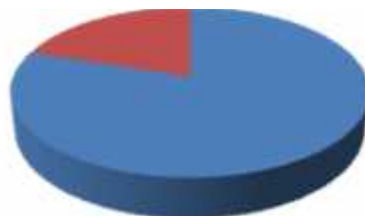
- Young person (who knows about technology)
- Skilled Hiring

Effect on training cost



- Effect on training cost

Customers opinion



- Customers are satisfied
- Customers are not satisfied

Secondary Data: Referring books, newspapers, magazines, journals, websites and past published reports on the subject.
 Data Analysis: Analysing and compiling the data which proves the hypothesis.



Data Interpretation:Data is to be reflected by charts graphs, power point presentation .

PICTURES OF NEW MACHINES USED IN HOTELS

1) Restaurant service Robot



2) Robo cook



3) Relay Delivery robot for Room service



4) Mobile Keys





5) Luggage carrier



6) Robo cook2



Technologies Used in Restaurants

In Hospitality industry there more computerized systems used to incorporate all activities at the SALE POINT. POS Software is being widely used across the world today. The system keeps track of sales, labour payrolls, accounting, billing, book keeping and many administrative activities. Fast food sector the revolution has taken to cut cost time and increase bottom line (profit) the motto of any business entity.

POS software is instrumental to create and print guest checks, print orders to kitchens and bars for preparation, process credit cards or other payment devices. In addition some systems implement wireless pagers and electronic signatures. Another innovation in technology for the restaurant industry is wireless POS. Many restaurants with high volume use wireless handheld POS to collect orders which are sent to a server. The server sends required information to the kitchen in real time. Wireless systems consists of drive-through microphones and speakers which are wired to a base station or centre module. This in turn will broadcast to headsets. Headsets may be an all in one headset or one connected to a belt pack

In hotels POS software allows for transfer of meals charges from dining room to guest room with a button or two. It may also need to be integrated with property management software.

Touch screen Food Vendors, MooBella ICE creamery Machine can produce 96 variations of cool treats in 40 seconds is a case in innovation. Coca-Cola's Free style soda fountain has the potential to dispense more than 100 distinct beverages from one touch screen device. Only those who want to reduce man power and have bulk orders from big establishments use these devices to save time and give quality product.

Tablet Management: A Tablet has capacity to record various orders with detailed customer requirements and easy to transfer information to the KITCHEN for processing.

Led Alert System: The coloured alert to staffers regarding the completion of a particular task say drying of dishes will facilitate the job for quick delivery. For busy staff certain alarms are required to alert for any chosen activity.



Web Cam Based Monitoring

Now a days webcams are used to view the entire Hotel activity and supervise every department – how it is functioning and satisfactory results are expected

Technology and Innovation Has Served Mankind to Achieve The Desired Results

Finding & Conclusions Suggestions

In 21st Century technological advances have increased by leaps and bounds and there is nothing wrong to earn profit for hotel Industry. Business needs profit and we can use technology to earn bottom line (profit) Now world over computer tabs and smart phones are used to improve business effectiveness Training in every business establishment is needed to do better service and customer satisfaction.

In Kitchen and F & B service many hotels have brought new machines to cut cost and time and improve quality. Many say man power is key for efficient hotel management. Cost increase can be well compensated improved profit in due course. 100% managers are satisfied with report generation and same 100% managers say technology and automation help effective time management

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