



Hello HFTP Dubai Chapter members.

The Dubai HFTP Research and Innovation Center at the Emirates Academy of Hospitality Management has decided to briefly discuss the following topics: IoT as the solution for the hospitality industry and the relationship between technology and employee safety. The HFTP Research and Innovation Center hopes this sparks conversation amongst HFTP Dubai Chapter members.

IoT as the Smart Solution for the Hospitality Industry

By Mercy Kiprotich

The IoT describes the network of devices that are connected to the internet. By being connected, such smart devices are able to share data among each other providing benefits such as better-quality life and greater insight into business. With 5G, the next generation mobile connection, application of IoT will see a major boost. The Internet of Things (IoTs) has been referred to as the third wave of innovation following Internet revolution and industrial revolution. According to Statista report, 75.44 billion IoT-enabled devices will be connected to the internet by 2022.

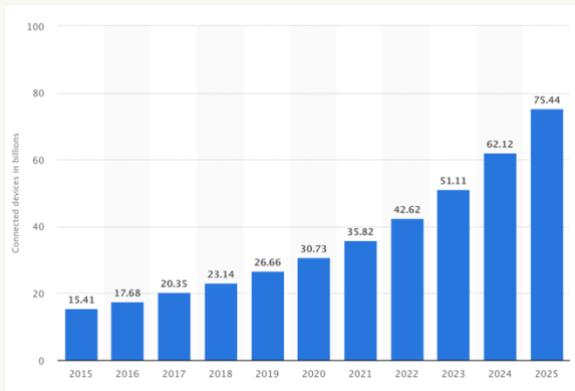


Figure 1: IoT enabled devices statistics

IoT goes beyond connecting things but also changes how we deliver services and the value of the services offered. A lot of industries stand to benefit from this more so the hospitality industry. Hotels can realize increased operational efficiency and provide a more personalized and customized experience to their customers. This industry has been on the forefront of the experience economy by continually evolving in order to meet customer needs. With an estimates 17.5 million rooms worldwide, the hotel industry is looking to these connected solutions to improve customer experience. However, these connected solutions go beyond that. Hotels can utilize IoT to manage water and energy systems.

IoT solutions can help CSR programs for hotels. A good example of this is occupancy sensors. These sensors provide the hotel with critical information that can help manage and regulate energy consumption while also promoting sustainability efforts. Guests rarely turn of the lights or adjust the temperatures in their rooms. IoT solutions can automatically adjust temperatures and turn the lights off once the guest leaves the room. This saves energy which in turn saves money for the hotel hence reducing their operating expenses. Hotels can save up to 25% of utility costs by applying IoT. Hotels spend up to 6% of their operating expenses on energy consumption which adds up to more than \$2,000 per room per year (Energy Star). Adapting the use of IoTs can be useful for hotel when it comes to saving costs.

Additionally, hotels can use IoT to monitor and maintain HVAC use. Through predictive maintenance, hotels can avoid equipment breakdown as well as save on money. When it comes to water conservation, Interel (interelme.com) is leading the way when it comes to its TCP/IP based water management system which gives the guests instant control over water control and temperature. The ability to program water control settings, include an eco-mode that automatically engages energy efficient settings, provide operators with savings, leading to ROI.



Technology and Employee Safety

By Naftali Tanyongana

In the hospitality industry, employee safety is one of the most unsatisfied needs, and it is a need that new technologies have recently begun to tackle. Typically, technology will first be implemented in areas where it can create the most revenue or significantly lower costs, but safety is one of the areas where technology tends to lack behind. Recently the conversation around safety technology has begun to heat up and so the below options are provided to give an idea of the solutions currently available.

E-Training

An old mainstay of employee safety has been training. One of the most effective ways to prevent accidents and injuries is to ensure your staff is well trained in their duties and in the event of accidents or emergencies. Whilst this training is always delivered, a great way to make sure the knowledge is retained is to provide e-training services that allow employees to review what they have learned.

Beyond this e-training and online courses provide an opportunity to update previously held knowledge so that employees are up to date on how to keep safe. The ability to place training from different departments also means that staff can be trained in safety across departments, allowing more staff members to properly react to accidents or emergencies anywhere in the hotel.

Safety 4.0

A newer edition of safety technology is known as Safety 4.0. This tech is a play on concepts like industry 4.0 that focuses on predictive tech, instant comms, and the internet of things in regard to safety. Some of the easiest offerings to be adopted by staff are those that feature user-friendly tech. Such tech is already being implemented such as devices that allow tracking of an employee anywhere in a hotel through the use of wearable tech. These work in tandem with 'panic buttons' that are able to contact the appropriate responders. One of the benefits of panic buttons is that they are easy to implement in existing guest communication services, they just need to be adapted, meaning little in the way of costs.

If you were in attendance at HITEC in June 2019, you may have come across such a solution in the React mobile panic button. This technology has already seen adoption by several hospitality brands including Hilton, Accor, and IHG and can be integrated into existing systems like Amadeus. Hotels in countries like the UAE have the technology and the means available to implement employee safety solutions. So, it seems likely that those hotels will in the near future be adopting safety technology and embracing Safety 4.0.



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