

**STUDENT NAME**  
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# SMART ROOM SERVICE APPS

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## ABSTRACT

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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.

## METHODOLOGY

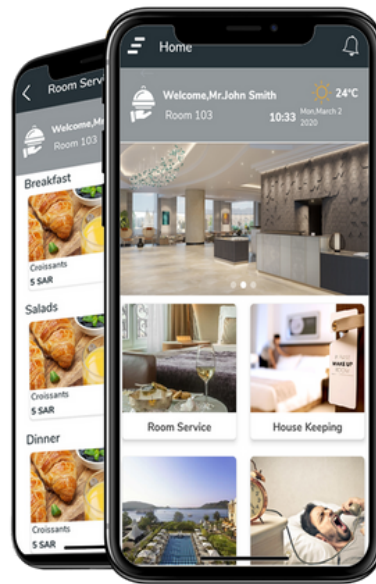
This research is to examine perspectives in Smart Room Service App innovation with the context of hotel co-creation. Next, the current research proposes an advanced basic model of technology use i.e. technology-based services (TBS) using Smart Room Service App by analyzing the impact of customer engagement, 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

## AUTHORS

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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 procuder 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.

## ACKNOWLEDGEMENT

Without the participation and assistance of our team members who contributed to this project, it would not have been possible to complete it. However, we'd like to express our gratitude and debt of gratitude to our lecturer for their unwavering support, kindness, and understanding throughout the project

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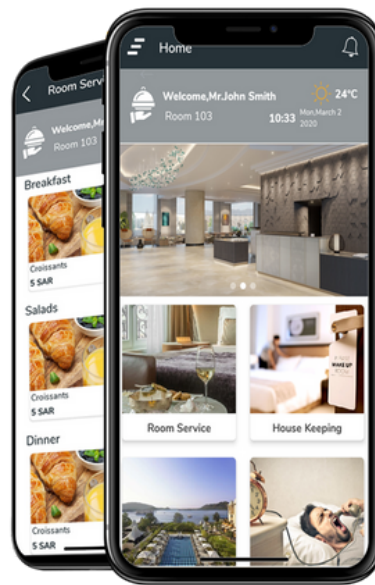
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