

**MAJOR BREAKTHROUGHS OF INNOVATIVE TECHNOLOGIES
IN THE HOTEL INDUSTRY
(ОСНОВНІ ПРОРИВИ ІННОВАЦІЙНИХ ТЕХНОЛОГІЙ
У ГОТЕЛЬНОМУ БІЗНЕСІ)**

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У найзагальнішому вигляді інновація – це процес використання знання й інформації для створення і впровадження чогось нового і корисного.

At the moment, I would like to note two global breakthroughs in the hotel business.

The first thing I would like to draw attention to is the launch of the Marriott International pilot hotel registration system using face recognition technology along with Fliggy. The technology is currently being tested at two Chinese Marriott hotels – Hangzhou Marriott Hotel Qianjiangand and Sanya Marriott Hotel Dadonghai Bay with the prospect of global use in hotel chains around the world. This will make Marriott International a pioneer in the application of face recognition technology in the hospitality industry.

The second useful discovery in this area was smart watches for operational communications in order to provide hotel services faster and better.

Confirmation of this can be the network of prestigious hotels Viceroy Hotel Group, which took over Samsung Gear S3. The hotel chain provided TIZEN devices to all its employees. Viceroy will be the first hotel chain to integrate the Gear S3 smartwatch and Alice's hotel management platform to inform staff about guest requests. This is a more convenient, quiet and functional system than ordinary walkie-talkies, with which many hotel employees spend the whole day.

Nowadays, innovations are an integral part of human life, they take on many processes that a person was forced to cope on his own, this technology makes the life and work of modern people easier.