

ROBOTIZATION IN RESTAURANTS (РОБОТИЗАЦІЯ У ЗАКЛАДАХ РЕСТОРАННОГО ГОСПОДАРСТВА)

Романюк Л.Я., гр ГРС-48

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In the field of catering in recent years, there have been significant changes in the field of digital automation, robotization and the use of various self-service systems. The restaurant industry has been trying to use robots since the early 2000s. There are already many stories about attempts to use robotic waiters, but only in a number of cases the transition to robots was unsuccessful. For example, robots do a poor job of delivering orders – especially liquids - drinks, soup, they spill when cornering, accelerating and braking. Nevertheless, even despite the negative first experience, attempts to use robots as waiters or to take orders are unlikely to stop. And, of course, the automation of cooking will increase significantly.

Initially, in fast food establishments, but it is possible that the trend will affect restaurants. The world's first robotic restaurant opened in China. The restaurant contains all the most advanced technologies. The establishment features Chinese cuisine, stews with vegetables, fast food, and a wide variety of other dishes that are delivered to visitors in a matter of seconds. The restaurant employs more than 20 of its own robots that prepare and deliver ordered dishes to customers. The robotic restaurant can simultaneously serve about 600 people. Each of the restaurant's 200 menu items can be served in just 20 seconds. In the context of the coronavirus epidemic, robotic restaurants can reduce human contact. It is obvious that the new trends in fast food restaurants are in line with the current global situation and consumer demands. At the same time, waiters, maids, cashiers and receptionists will be reduced: live contacts between customers and staff will become a thing of the past. And if now robots seem to be an exclusive expensive toy, then in the future it is human employees that will be considered a feature of the institution. In the future, places where customers are served by real people will move into the elite category: hotels, restaurants and beauty salons will lure visitors to this. And prices there will be higher than wherever robots work.