Hospitality 2.0

Why do restaurants buy robots?
Quantifying the value of robots in restaurants is hard, but we can estimate it.

Before buying, a prospective client needs to:
- understand the value of the product without trying it
- ensure the product is tailored to their venue
- know the long-term savings of the robot

How can we model the operations of a restaurant?
Creating a simulation environment to holistically mimic reality requires robust heuristics.

The simulation segments the user journey into manageable parts:
- Each guest goes through the same sequence of events
- Simplifies simulation and approximates general behavior of guests
- User journey is restaurant-specific & customizable
- The time taken for each segment is a function of staff, robots, number of people in the party and other variables

How can we make the results meaningful and accessible?
Creating an interactive dashboard to showcase robot integration success metrics

Time saved by using robots, number of deliveries, robot usage ...
Distance travelled, interaction time with guests ...
Wait time (in queue and seated), journey efficiency ...
Occupancy percentage, service efficiency, financial savings ...

What is the actual business impact of this project?
Our goal is to grow the value proposition by strengthening product visibility and accessibility.

Students: Alexandre Berkovic & Vassili Chesterkine  |  Academic Advisor: Dr. Daniel Freund  |  Industry Advisors: Diana Barney, Nicholas Johnson