

The Role and Advantages of Artificial Intelligence in Automating the Hotel Information System

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ANNOTATION

In this article, an automated system of "Infological model of hotel economic activity" and "Infological model of hotel economic activity" is created. The design of this service is carried out in the initial processing.

KEYWORDS: "Fidelio Front Office", "Reservation", "Reception service", "Cashier functions", "Room management", "Night audit", info model, IDEF diagrams, data base and function, attribute.

At present, artificial intelligence is entering every field and gaining its place. He is helping to make his lifestyle much easier through the tasks he performs in household life. This technology creates opportunities for the owners of a number of industries, enterprises, production small and large businesses to save money and have a higher income.

Providing high-quality service, completing tasks accurately and in a short period of time increases work efficiency. Based on the world experience, several countries have already implemented it in some areas. Medicine, Tourism, Education, Sports are among them.

If we take a hotel business that is part of the tourism industry, the introduction of artificial intelligence into the industry will help to ease many tasks. Including providing customer service, answering questions in any language, performing some large and small services, the possibilities of artificial intelligence in the above matters are endless. Below is a look at the advantages that this nanotechnology can bring to the hotel industry

Quick response to customer questions. Providing service by providing quality answers to questions 24/7 through bots created in various programming environments. In this way, it can provide an opportunity to collect and analyze customer requirements.

Increase in the amount of net income in the hotel industry. It can perform many tasks traditionally performed by employees. Service to the rooms (service), automation of the account book of subjects, reduction of human errors, increase of efficiency, tasks that last several days can be completed in a few minutes. For example, process automation (robotic process automation RPA). This system can perform repetitive tasks faster and with fewer errors.

Increase operational efficiency. In this process, artificial intelligence contributed a lot to the development of the field. Data management in the hospitality industry can be difficult. Information is collected at various points of the hotel, from point of sale (POS) systems to property management systems (Property Management Systems PMS), as well as interactions between guests and employees: inquiries, comments, complaints, food collected from orders and others.

An example of a sophisticated SI tool is the Aatar Use Case Digital Concierge. This system is superior to chatbots, it can understand contextual cues and keywords. For example, "Turn on the air conditioner", "Why is the air conditioner not working?" The problem can be solved by answering such questions, and sending tasks that cannot be performed to the appropriate department.

In the hotel industry, it is common for guests to come from all over the world. This of course means that your guests will speak several languages. Chatbot translators can make life much easier for guests when booking their rooms. Artificial intelligence enables these chatbots to recognize languages and translate guest requests in real-time.

The process of business analysis is easier. automated financial and management accounting helps to anticipate cash gaps and make quick decisions based on current situation and forecasts.

Reduce labor costs. Digitization combined with automation frees specialists from simple tasks: for example, a manager can not manually calculate indicators every time he prepares a report, but enter them into a ready-made Excel spreadsheet. By reducing the labor costs of employees, the company can pay them less or reduce the number of employees

Artificial intelligence can provide mobile solutions for products and services. By combining data from geolocation data and predictive algorithms, other businesses in the hotel industry can provide real-time recommendations to their customers, often through mobile apps. Old data to understand guest preferences and make recommendations can be analyzed algorithmically.

"Fideleo Front Office" is an example of one of the systems used by hotels worldwide, "AIOSELL systems are

- Very easy to use;
- Low cost and value for money;
- All in one hotel ERP;
- Developed by hotel owners.

This system, Aiocel, is a fully integrated cloud-based hotel management system used by more than 400 properties in 35 countries, which has proven itself many times over as a game changer in hotel business development.

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