



Zizkov TV Tower, Prague



Built in '92 and standing 216m high - there are 6 viewing pods (including a restaurant) over 100m from the ground.



Now Also a One-Room Hotel



A one-room hotel was added in 2013 - offering 6* star luxury and great views





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Or, let's make a toilet the hotel room



Japanese Artist Tatsu Nishi created the Nakanoshima Hotel in a public toilet in Osaka Park in 2012. Its costs U\$125 per night.





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Nakanoshima 'Toilet' Hotel





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Heard of 'Pop-Up' Shops?

What about 'Pop-Up' Hotels??



Singapore's Famous Merlion Symbol



**Created a 'Pop-Up' art hotel
for 2 months in 2011**





CHECK-IN & CHECK-OUT ANY TIME

No need to worry about the inflexible check-in and check-out deadlines. Guests can now check-in any time, day or night, and stay for 24 hours worry-free!



Feb 1, 2012 – “*With Your24™ Starwood Hotels & Resorts Worldwide, Inc. will abolish set check-in and checkout times and introduce ‘round-the-clock’ check-in. Tradition has long held hotel check-in to 3 p.m., Starwood will give its most frequent travelers complete control of their check-in and checkout times. A member who chooses to check in at 10 p.m. won’t have to checkout until 10 p.m. on their day of departure, 24 hours later.*”



And While We're Talking About Check-Out

- What is always the first question?
- Did you have a good stay? A good sleep?
- No. Nine times out of ten its....." *Did you take anything from the minibar? "*





Hotel Minibars



Hardly Healthy



Expensive



**But
Profitable?**

Right?

Er...wrong





The Problem of Minibars

- **People think the hotels are trying to gouge them, but actually [minibars] are loss-leaders," says Beth Scott, VP for F&B strategy, at Hilton Worldwide, which has been phasing out stocked minibars at some hotels.**
- **Theft and billing problems can eat into minibar income. Hilton loses 5% to 20% of minibar revenue to "quote-unquote breakage," says Ms. Scott.**
- **Other hotels—especially luxury spots—are taking the opposite tack, throwing in free minibar goodies.**





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Re-Thinking the Minibar – Its Included!



ICON Hotel (HKPolyU)



Ovolo Hotels, HK & Melbourne





Restaurants and Waiters



- **Menus on paper?**
- **A pad to write down the order?**
- **'Specials' that no one can remember?**

"Its so last century"



Where and How to Use Technology?



- Interactive menus
- Direct ordering
- What will the new role of the waiter and manager be?





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Who needs staff when you could have robots?



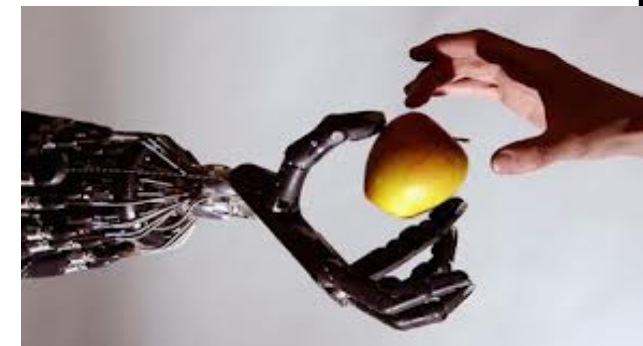
Restaurant Manager?



We are already used to automatic pilots, driverless trains and vending machines

But is it all sounding a bit far fetched at this point in time?

Your waiter?



The Robots are Coming!

- This new robot restaurant opened in Harbin in June, 2012
- There are now 20 robots
- They welcome you,
- They take orders
- They are the cooks, and
- They are also the waiters



What will the restaurant of the future look like? Is it already here?



Inamo Asian Restaurant (UK) - have developed a interactive table top menu



**Projectors beam the menu
onto the top of the table**

Customers literally order off the table



Ultraviolet (China) offers a unique *'Immersive Dining'* experience



Think *'Surround-sound meets food'*





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With the fish course you not only get the images on the walls but the sound of whales and sea spray on your face





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“Every seat has a view - Dinner in the Sky”



ACCOR

Hospitality

Accor has 2 concept rooms in 2 hotels in Paris to trial new ideas and solutions



**Sofitel Paris Le Fauborg
& Pullman Paris Bercy**



Fraunhofer Institute for Industrial Engineering (Germany) has re-developed the hotel room



Bathroom

Elimination of sharp corners



Haaga-Helia University (Finland) has two 'hotel rooms of the future'



Microwave sauna



Natural design in the single room



Sound shower





**University of Delaware
(USA) created the
eXperimental guestroom
with Marriott**



Taylor's University

- Malaysia's first 'Teaching and Innovation' hotel
- 82-room hotels
- Research & Innovation concept
- Able to do to product testing

