



Workforce Reinvention **Blueprint**

Hospitality Industry

How AI and Automation will Transform the Workforce Based on Reejig's Proprietary Work Ontology™ Intelligence

How AI is Reinventing the Hospitality Industry

The hospitality industry, valued at \$4.5 trillion in 2023, contributes 10% to global GDP and employs 334 million people. With a projected CAGR of 5.7%, it could reach \$5.9 trillion by 2028.

Top 3 Concerns Facing Hospitality CEOs in 2025

1. Digital Transformation
2. Sustainability Initiatives
3. Talent Shortages

Focus Area 1: Workforce Shifts

Projected Workforce Shifts in 2025 and Beyond

Where AI and Automation Will Drive Operational Effectiveness

1

Automation of Guest Services and Reservations

Shifting toward fully automated guest service systems, including AI-driven check-ins, online reservations, and customer inquiries managed by chatbots.

Operational efficiency increases by 60%, while staffing costs decrease by 25-30% annually. Hotels can expect higher booking conversions due to real-time AI assistance.

2

Robotic-Enabled Housekeeping Operations

Housekeeping is shifting to robotic cleaning systems, using automated vacuums, floor scrubbers, and digital inventory management for efficient maintenance.

Efficiency improves by 50%, saving \$10,000-\$15,000 per robot annually while maintaining consistent service quality. As automation scales, the industry expects a 30-40% reduction in housekeeping roles by 2028.

3

Smart Kitchen and Food Service Automation

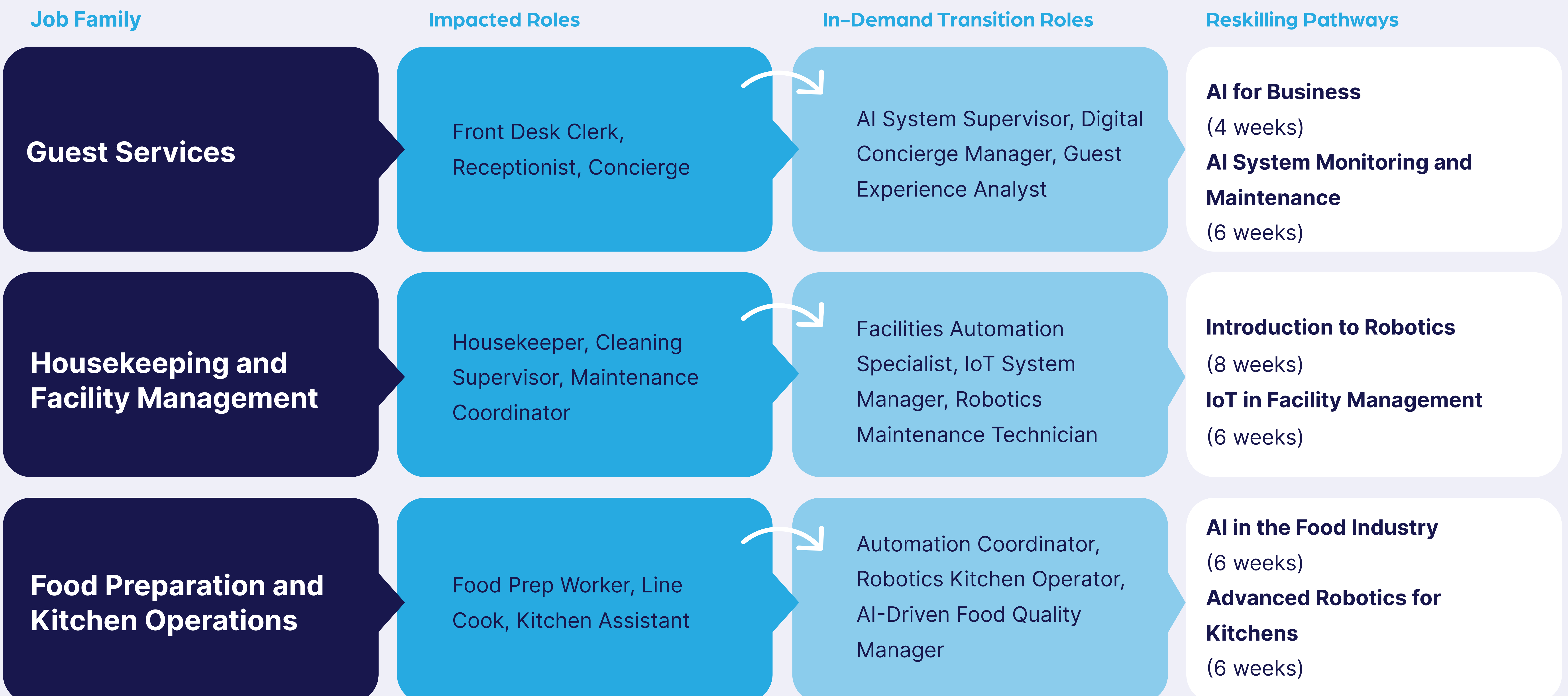
Food service operations are adopting automated kitchen systems and robot servers, streamlining tasks like food prep, cooking, and order delivery.

This shift minimizes human error and accelerates meal preparation during peak periods. Efficiency gains of 40-45% translate to annual savings of up to \$250,000 per restaurant.

Focus Area 2: Roles Impacted by AI

Key Roles Impacted and Reskilling Pathways for 2025

How Impacted Roles Can Transition to In-Demand Roles



Focus Area 3: Driving Operational Effectiveness

2025 AI Strategies to Boost Operational Effectiveness

Prioritized Roles for AI Transformation based on AI Potential Index, Operational Efficiency Index & Time to Benefit Realization

1 Housekeeping and Cleaning Roles

This role streamlines cleaning operations, saving time and reducing costs through automation while enhancing service consistency.

With an AIPI of 2.4 and an OEI of 78%, this role is a top priority for investment because it has the highest automation potential and substantial operational improvement.

AI Potential Index (AIPI) Score: 2.4
Breakdown: Potential Automation Proportion: 60%, AI Maturity/Risk Adjustment: 0.4, Current Automation Proportion: 10%

Operational Efficiency Index (OEI) Score: 78%
Breakdown: Time Savings: 40%, Cost Savings: 20%, Process Improvement Factor: 1.3

Time to Benefit Realization: Medium-term: 12-18 months (due to the need for deploying robotic cleaning and training).

2 Food Preparation and Service Roles

This role leverages automation to increase speed and consistency in food preparation, reducing human labor for repetitive tasks.

With an AIPI of 2.17 and an OEI of 77%, this role is a top priority for investment because of its high efficiency potential and quick implementation timeline.

AI Potential Index (AIPI) Score: 2.17
Breakdown: Potential Automation Proportion: 65%, AI Maturity/Risk Adjustment: 0.50, Current Automation Proportion: 15%

Operational Efficiency Index (OEI) Score: 77%
Breakdown: Time Savings: 45%, Cost Savings: 25%, Process Improvement Factor: 1.1

Time to Benefit Realization: Short-term: 6-12 months (due to modular robotic systems ready for deployment).