hospit-AI-lity

Next Level Training for the Travel Industry
Next Level Benefits for Travel Businesses

Travel Technology Solutions

Travel Recovers But…

The travel industry has gone through seismic shifts over the last few years. Even as Covid-19 restrictions become a distant memory, the travel business is still feeling the effects of those shutdowns and is only now reaching 2019 traffic and volumes. One facet of the travel business that has yet to recuperate is the human resources end. Over 63 million travel jobs were lost during international travel restrictions and drove many in the industry away. Travel providers are also faced with rising costs which means shrinking resources in such areas as payroll and training.

Even as the travel industry ramps back to pre-pandemic levels, rehiring staff and finding qualified entry level workers has become more of a challenge in the hospitality sector. When qualified candidates are hired, training time and skills development can be a lengthy process at an average of 2 weeks. Vacancies, especially in customer facing operations, can lead to quality and guest experience challenges and in today's fiercely competitive marketplace, travel businesses cannot afford gaps in service which can lead to negative perceptions of the brand and its products.

Travel Businesses Depend on the Frontline

Travel businesses depend on frontline teams and many of the jobs lost during the pandemic were customer facing or directly related to customer experiences. Hiring qualified and enthusiastic candidates for frontline teams has become a challenge in the post-pandemic world, leading to extended vacancies and negative impacts on productivity and efficiency. In the travel business, reduced productivity and efficiency equates to increasing gaps in service and quality. In today's fiercely competitive travel market place, service and product providers cannot afford negative sentiment from guest experiences and must ensure that quality customer service is delivered at all times. When it comes to filling vacancies, hiring and training are lengthy and costly processes. Average training times can run 2 weeks during which time, the new hire is unproductive and not contributing to operations or service levels. Getting new hires trained as quickly as possible would mitigate that training 'downtime', reducing or eliminating potential gaps in service and quality.

Is there a practical way to get newly hired individuals the skills they need to work effectively in the field? Recent innovations in technology can power advanced learning platforms that can train people faster and more effectively than traditional methods of learning. For travel businesses, advanced learning can keep frontline teams strong, consistently maintaining high levels of service and productivity.

A New Way to Deploy Customer Facing Assets

The mounting challenges that travel businesses face when it comes to hiring and filling vacancies may create gaps in quality and service that can ultimately impact the brand. New hires that make the cut still need to be taught essential and foundational skills as well as job specific duties and processes. Traditional methods of training, such as binder or module based platforms, can be a lengthy process and may not be as effective as on the job training. Deploying new hires into the field on day one along with the appropriate technological resources can get the individual learning and working faster. Using the latest innovations in machine learning and artificial intelligence, travel new hires can start off on the right foot and benefit from:

 - *Delivery of essential and unique skills required for the job in an engaging and impactful method*
 - *Real time evaluations and learning pivots that reflect actual progress*

The travel industry is a fast paced business and technological solutions that can provide rapid and effective training will reduce potential gaps in service and productivity. Deploying human assets faster to maintain frontline team strength will ensure consistency in experiences and quality which will positively impact the travel provider's bottom line.

The Next Generation of Travel Training

Artificial Intelligence and machine learning technologies are only recently moving into the mainstream but the concept was originally penned by Dr. Alan Turing in the 1950s. Fast forward to today's era of AI powered technology that can easily interact with humans, process large amounts of real time and historical data quickly and can accurately make decisions and adjust outputs to current environmental conditions. These high level features can create powerful training tools that can cut training and deployment times and increase learning effectiveness. Plain language processing and easy to understand prompts and questions creates simplicity between user interaction with the technology and drives attention and engagement. This core feature of AI powered technology makes it the most ideal day one training tool to guide new hires through the basics of the job. Real time interactions means day one can be spent working and learning in the field, gaining valuable experience at a much faster pace than traditional training methods.

Mobile technology further elevates the training experience as platforms can easily adapt to tablet or smartphone type devices. Portability positions AI training tools for long term use by the individual and can deliver ongoing support through prompts and upskilling and reskilling opportunities by analyzing progress and achievements.

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Introducing hospit-AI-lity

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hospit-AI-lity is an AI powered training platform, designed specifically for travel businesses, that delivers essential skills and job-specific training efficiently to speed up onboarding and eliminate gaps in service and quality.

Currently In developing by TravelTechnologySolutions, hospit-AI-lity (HAIY) is specifcally aimed for the travel industry. Harnessing the power of AI and machine learning, hospit-AI-lity provides travel businesses with rapid teaching tools to get new hires producing at a faster pace.
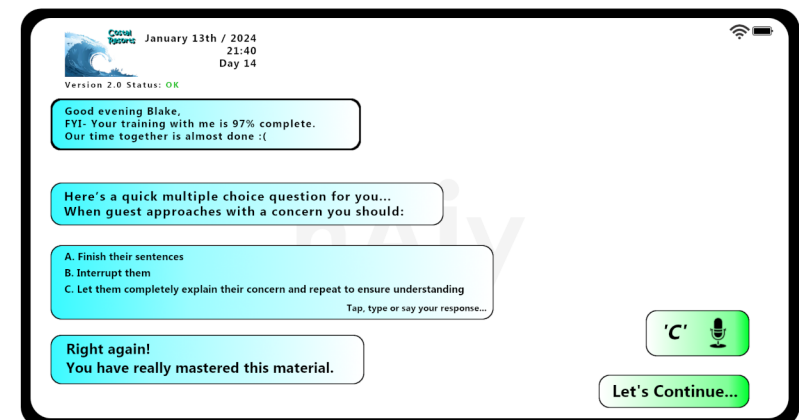
hospit-AI-lity is optimized to teach essential and foundational service skills, organizational habits and business specific processes and tasks in a high velocity, interactive format. Starting from day one, new hires use HAIY in the field, engaging in work and service related tasks while learning skills and processes necessary to do the job. HAIY keeps track of progress and can pivot, depending on understanding of the content presented. HAIY can quicken the pace for fast learners as well as adjust speed to ensure full understanding. The highly interactive nature of HAIY drives user engagement and captures attention, providing a more effective and practical way to get messages and concepts across.

Functionality Designed Around the Travel Industry

Training in the travel business is very different from other industries due to the faster pace and critical importance of customer service and guest experiences. hospit-AI-lity is designed specifically for the travel industry and has features that reduce training and onboarding time while delivering impactful learning to new hires. Core features of hospit-AI-lity are:

1. Plain language comprehension simplifies interactions between the trainee and the technology. Asking questions and easily phrased prompts ensure understanding on first view.
2. Real time evaluation and progress monitoring can adjust speed and content to match new hire's learning style while still maniting a faster pace with hands on experience
3. Arcade like Achievement Ladders build essential and advanced skills quickly
4. Always On' mode provides ongoing support and resources as new hires gain time and experience
5. Expandable data sets can include business specific jobs, processes and tasks unique to the brand
6. Reskilling and Upskilling opportunities are automatically generated based on predetermined criteria

Designed for mobile devices such as tablets and smartphones, hospit-AI-lity is entirely customizable to suit specific marketing themes and palettes and can easily integrate additional training content, such as sustainability initiatives and operational processes. hospit-AI-lity runs securely and efficiently on iOS, Android and Windows operating systems.

hospit-AI-lity
July 21st / 2024
09:35
Day 7
Version 2.0 Status: CONNECTING

Perfect on that mini quiz!
Fantastic work so far!

While we're on the topic of customer service...
Most guest interactions are positive, but from time to time, you may encounter aggressive or abrasive guests.
The main takeaway is to not lose your cool.

Watch a short video on strategies:

Click for fullscreen

What did you think of the video?

January 13th / 2024
21:40
Day 14
Version 2.0 Status: OK

Good evening Blake,
FYI- Your training with me is 97% complete.
Our time together is almost done :(

Here's a quick multiple choice question for you...
When guest approaches with a concern you should:

A. Finish their sentences
B. Interrupt them
C. Let them completely explain their concern and repeat to ensure understanding

Tap, type or say your response...

Right again!
You have really mastered this material.

'C'

Let's Continue...

Coatal Resorts

Version 2.0 Status: OK
March 27th / 2024
14:35
Day 4

Using different tones can help your guests make decisions faster!

Press play for some quick examples of different converstation tones ▶ ⏸

The next reservation will be here soon!
Try to mention a breakfast meal package to your guest in an *uplifting tone...*
Press me you are done with the guest

Did they purchase?

They did 🎤

Awesome job! 👍
Looks like you are a natural when it comes to tone control!

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Get Help   Say Something   Type Something

Elevating the Individual

The travel industry is essentially a customer centric business and companies depend on those customers to generate revenue. Frontline teams and customer facing departments are critical to the success of any travel business and high performing teams have one thing in common, well motivated and highly skilled individuals. Focusing on the individual development needs, especially during onboarding, will reap short term and long term benefits to the business. Effective training, proper onboard planning and continued support will:

- **Elevate worker experience and happiness**
- **Increase individual enthusiasm that drives their own productivity and motivation**
- **Develop a sense of ownership within the individual as they take on more skills and tasks**
- **Sharpen organizational and service habits of the individual**

AI based technology, such as hospit-AI-lity, can deliver smoother, yet faster transitions for new hires and start them off on the right foot with impactful and effective training and skills development.

Elevating the Travel Business

Travel businesses themselves face numerous challenges when needing to fill vacancies on the frontlines. In addition to the costly hiring process, training new hires to do their jobs can be time consuming and less effective by traditional methods of learning. hospit-AI-lity streamlines and optimizes the onboarding process and deliver benefits directly to the travel business:

- **Deploys new hires faster so they are producing at a quicker pace**
- **Minimizes and eliminates expensive turnover by elevating worker experience through engagement**
- **Drives customer service experiences and quality by teaching necessary core communication and brand specific skills from day one and in the field**
- **Reduces training costs by delivering material digitally**
- **Increases individual motivation and productivity with ongoing job support and reskilling / upskilling opportunities**

hospit-AI-lity data sets are easily upgradable if new concepts or skills are needed. HAIY can be customized to meet travel brand stylizations and palettes for continuity and a seamless in-house look. hospit-AI-lity's functionality and capabilities will positively impact the bottom line of any travel business by reducing training and turnover costs and driving productivity and efficiency at the frontline.

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Next Level Training for the Travel Industry
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The outlook for travel is optimistic, especially for business travel and volumes are traffic are steadily approaching pre-pandemic levels. Challenges in hiring qualified travel workers exist today as a result of layoffs during the years of travel restrictions and gaps in service and quality will have negative impacts on many aspects of the travel business. Using innovations in technology, travel service providers can get new hires trained and ready to work faster than in the past, reducing and eliminating any potential gaps in service and quality.

An AI based training platform, such as hospit-AI-lity, can deliver essential and advanced skills to new hires and veterans, quickly and effectively. Highlighting individual development will always benefit travel businesses in the long term and innovations can increase engagement, motivation and overall productivity. hospit-AI-lity is a powerful training tool that can deliver benefits to both travel workers and travel businesses.

Thank you for reading.

hospit-AI-lity

A training platform project by:

Travel Technology Solutions

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