

TECHNOLOGICAL INNOVATIONS IN THE TOURISM AND HOSPITALITY INDUSTRY POST-COVID

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Abstract: The Covid-19 pandemic has significantly impacted the global tourism and hospitality industry, causing national lockdowns and severely damaging the sector. To overcome these challenges, the hotel industry has had to adopt technological innovations such as touchless check-ins, mobile room keys, contactless payment systems, and app-based ordering, conference, and appointments. Moreover, advancements in artificial intelligence and robotic technology have shown to be progressively helpful to hotel staff by improving check-in and check-out experiences and delivering contactless services to guests. The rise of 'contactless choices' is expected to continue, with the use of robots to build 'social distancing' and reduce the quantity of staff that must come to work physically. In addition, digital marketing and branding, along with AI-based software, apps, and technologies, are making their way into the tourism sector, and this trend is expected to continue post-pandemic. The objective is to offer the highest level of protection and hygiene to visitors while delivering a seamless and hassle-free experience. This paper explores the newly adopted technological innovations by the tourism and hospitality industry, including QR codes, mobile room keys, app-based ordering, and contactless payment systems, providing a safer environment for guests. Additionally, the advancements in artificial intelligence and robotic technology are discussed, showing how they are creating a contactless, comfortable, and efficient guest experience. Furthermore, the paper highlights the importance of digital marketing and branding along with AI-based software, apps, and technologies, which are expected to revolutionize the tourism industry post-pandemic.

Keywords: Covid-19, tourism, hospitality industry, technology, artificial intelligence, robotic technology, contactless payment system, digital marketing, touchless check-in.

Introduction

The Covid is at present a worldwide matter and has influenced wherever including economical growth, marketing, living style, consuming pattern and different corporate systems around the world. This deadly virus has affected diverse production units, organizations, associations, firms and local business sectors so much that the whole scenario of these have been completely changed. Our living society and the economy have to a great extent been brought to a total standstill and almost every nation is in the realm of a financial downturn. In this article some of the thematic points will be developed on the effects of the unprecedented and unthinkable devastation caused by COVID-19 on immediate and longterm Business Processes along with the newly adopted strategies specially at digital frame and Consumer's behavioural synthesis subsequently it will elaborate on the consequences of this disruption for overall marketing strategies and policies.

The Rationale of the Study: To study the various adopted marketing policies attributed including the different digital marketing strategies during the timing Covid-19.

Research Methodology: The data collected for this paper are basically from secondary sources. The Research design is based on exploratory types. Various collected data from secondary sources were analysed for studying the different marketing strategy during the times of pandemic.

Key Trends in Marketing Space: Before Covid the consumers had to work in real spaces whether it is office, institutions, markets, shopping complexes etc since the pandemic these courses of happenings have all become 'Work from home' mode. A completely new way of Digital habits is being created whether it is shopping, selling, learning and other activities. These affect to the customers into a deep extent and created a new normal behaviour in them. For surviving in this post pandemic world economic break down the key marketing tools would have to be digitized campaigning, social networking business channel, innovation, flexibilities, resilience and various IT adopted technological up gradation.

Highlighting insights of marketing strategies during Covid-19

From the evidences from various studies and data it is observed that the experts proposed three main promoting procedure during Coronavirus for example "Tuning in for changes in the consumers opinions and behaviour", "Anticipating Functional Effects" and "Adapting the Marketing Plan" The experts explained five different ways to do savvy dependable marketing during Coronavirus pandemic, the primary way is "Changing marketing effort and

timetables content in courses of events" – the evidences clarified two focuses in this first marketing procedure for example (a) decide what ought to be stopped quickly (b) decide what to privatize or turn. The second method of doing shrewd marketing is "Assess your symbolism and language" – the experts have centred around three focuses under this technique for example i) stay away from visuals of groups or visual contacting ii) Rethink marketing language that portray close communication and iii) Trade out visuals. The third way is: "Don't capitalize on the time of crisis" – the experts stressed on four focuses under this technique (a) keep individuals informed (b) don't be a scaremonger (c) abstain from boasting and (d) mind your tone. The forward way is "Be positive yet not oblivious" – the researchers focussed on four focuses under these procedures for example (a) check out your Brand-Heart for direction (b) be friendly (c) contemplate your future informing and (d) make an employee generated content. The last way of doing brilliant marketing is "Feature how your branding can help" – the creator talked about the two focuses under this procedure for example (a) convey your advantages (b) make accommodating substance. Brands should endeavour to be bona fide, responsible, and daring in their correspondences. They should lead where they can and cooperate with NGOs and states, perceiving that they have the ability to mutually sanction arrangements.

The Effective Digital Marketing Strategies during Pandemic

The most effective four marketing procedures during Covid19 could be (1) Spotlight on Digital Campaigning (2) Update Google My Business listing (3) Continuing Posting on social media specially on Facebook and then on Instagram and Twitter (4) Be cautious what you share (5) Make a Digitally promoted Facebook page dedicated to your business. (6) Create a dedicated YouTube Channel based on your business highlighting marketing strategies. (7) Try monetizing your YouTube channel as soon as possible by creating interesting and audience catchy video graphics and content.

The Coronavirus pandemic have affected the nature of customers' behaviours as well the concept of PPC execution (Pay Per Click), numerous marketers have decreased or stopped their marketing endeavours, the experts encouraged marketers to follow computerized promoting systems and various digital strategies like the use Google of trends, Google Promoted words and search inquiries on Google Analytics. Market researchers have disclosed how to embrace PR and Promoting during Covid time recommending different techniques like work from home whenever possible, give relevance to your consumers' new choices, stop all superfluous public statement and dispatches and press releases work on side-line projects, centre around online networking, develop your web-based media, enhances your digitalized spaces and search for ways of making a difference.

Conclusive Remarks: Organizations, Business Companies and big and small enterprises are constantly separating themselves and placing their trades instead of their product. In these difficult stretches of time, it

becomes extremely important to make your consumers psychologically well and firms are doing likewise. Having digital media is not new to the business circuits and consumers fraternities, however before covid time it was question of choice and presently it is becoming very obvious to stay in the race, therefore, firms are doing advanced promoting by permitting them to act carefully at digital world in pricing part. Organizations are putting forth inventive attempts in making their promotion campaigning. To conclude it can be said that these systems are setting themselves up for post-pandemic period. Organizations which were there with consumers during the hours of pandemic will have an edge over consumers' and will have an unmistakable spot in consumers' mind than their competitive trades. So, these procedures are strongest techniques for pandemic time and development mechanism for post-pandemic era.

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