

TRAINING COURSE

Artificial Intelligence & Hospitality

COURSE GOALS

- Define and understand the artificial intelligence
- Experiment with artificial intelligence tools in the hospitality sector
- Create projects mobilizing artificial intelligence in the hotel industry

TRAINING DURATION

14 hours, in 2 days or 4 half-days

TARGETED AUDIENCE

Accessible from all levels of study, the training is aimed at hospitality professionals or job seekers wishing to train in this sector.

PREREQUISITES

Hospitality Fundamentals

ACCESS

Online application and discussion with the Experience team, response within 48 hours

RATES

- Group video training: 1,790 euros per person
- Customized training: on request

Crews Education

3 rue Lac du Mont-Cenis, BP 70408, 73370 Le Bourget du Lac, FRANCE
Tél : +33 (0)4 80 81 94 50 - Email : contact@crews-education.com
www.crews-education.com

DETAILED PROGRAM

- Introduction to artificial intelligence
 - Definition and History of AI
 - The main types of AI and their uses
- AI applications in hospitality
 - Examples of applications of generative AI in hotel management and reservation centers
 - Impact of AI on customer relations and experience
- Case study of AI in hospitality
 - Presentation of a concrete case
 - Analysis and discussion
- Focus on conversational AI
 - Overview of chatbots and virtual assistants
 - Use of conversational AI in customer relations
 - Workshop: creation of a generative AI integration project for the hotel industry
 - Development of project ideas using generative AI to improve the hotel experience
- Future Trends of Artificial Intelligence in Hospitality
 - General artificial intelligence and augmented reality
 - Ethics and future challenges of AI in hospitality

Crews Education



JOB OPPORTUNITIES AND CAREER PATH

At the end of the training, attendants will be able to apply for positions including at implementation artificial intelligence projects in the hospitality sector.

They can also continue to train in other skills in this sector.

TEACHING METHODS

- Teachers are working professionals
- Varied and dynamic teaching methods
- Individual follow-up with the Experience team

TOOLS

- Powerful technological tools: Google Workspace for Education, Slack, Edusign...
- Practical cases on real business situations related to the targeted sector

EVALUATIONS

- Evaluation of acquired knowledge at the end of training via a quiz or a project report

RESULTS AND PERFORMANCE INDICATORS

- Satisfaction rate at the end of training: NA
- Individual progression rate: NA
- Interruption rate during training: NA

ACCESSIBILITY

Accessibility for people with disabilities or specific difficulties, contact us to organize an interview and offer you a program adapted to your needs: handicap@crews-education.com

Accessibility to international attendants, contact us: international@crews-education.com

CONTACTS

- By telephone: +33(0)4 80 81 94 50
- By WhatsApp: +33(0)7 56 10 93 20
- By email: contact@crews-education.com

Crews Education

3 rue Lac du Mont-Cenis, BP 70408, 73370 Le Bourget du Lac, FRANCE

Tél : +33 (0)4 80 81 94 50 - Email : contact@crews-education.com

www.crews-education.com