



Artificial Intelligence and Job Displacement: The Future of Hospitality Work in Las Vegas

Ryan Robichaud

I. EXECUTIVE SUMMARY

Artificial Intelligence (AI) is rapidly transforming industries across the United States, especially within the hospitality industry in Las Vegas, Nevada. Because the Las Vegas economy depends heavily on tourism, casinos, hotels, and service-based employment, the city is especially vulnerable to automation and AI-driven workforce changes. Many jobs in this industry involve routine and predictable tasks that can increasingly be replaced or supported by technologies such as automated check-ins, self-service kiosks, digital concierge systems, and restaurant service robots.

This policy brief explores the impact of AI-driven job displacement within the hospitality industry in Las Vegas, focusing on how these technological changes affect workers, businesses, and the broader local economy. The brief examines the risks associated with workforce disruption, current perspectives surrounding automation, and possible policy solutions that could help workers adapt while still allowing businesses to innovate and remain competitive.

II. OVERVIEW

The integration of artificial intelligence is restructuring employment across many industries,

especially those that rely on routine service tasks. According to research from the Brookings Institution, jobs involving repetitive and predictable activities are among the most vulnerable to automation. This is especially concerning in Las Vegas, where a large percentage of the population works in hospitality jobs that rely heavily on routine service tasks, including hotel operations (front desk check-in and reservation services), housekeeping, casino service, valet operations, bartending, food service, parking services, and customer service. Many of these positions involve repetitive responsibilities that can increasingly be automated through artificial intelligence systems and self-service technology.

Major Las Vegas resorts and businesses have already begun implementing AI technologies into their daily operations. Hotels operated by MGM Resorts and Caesars Entertainment use self-service kiosks, mobile check-in systems, and digital customer support systems to improve efficiency and reduce labor costs. Some restaurants in Las Vegas have also experimented with robotic food preparation and automated ordering systems. While these technologies can improve customer experiences and help businesses stay competitive, they also create uncertainty for employees whose roles may eventually be reduced or eliminated.

At the same time, organizations such as McKinsey & Company estimate that up to 30% of work activities globally could become automated in the future. However, many experts believe AI may transform jobs rather than completely eliminate them. Workers may increasingly need digital and technical skills to remain competitive in the workforce. Without proper workforce support and retraining opportunities, many lower-income workers could struggle to transition into these evolving positions.

A. Relevance

The issue of AI job displacement is highly relevant both locally and nationally. Las Vegas is a city that heavily depends on hospitality and tourism to support its economy. Many hospitality jobs provide stable employment opportunities for individuals without advanced college degrees, making these positions an important source of income for thousands of families throughout Southern Nevada.

The introduction of AI into this industry threatens to disrupt that economic foundation. Workers who rely on hospitality jobs may face reduced hours, unemployment, or pressure to adapt to positions requiring new technical skills. The impact extends beyond individual workers and affects families, local businesses, and the broader Las Vegas economy.

This topic is also important because it raises larger questions about how society should balance technological innovation with economic fairness. Without thoughtful policy solutions, the benefits of automation may mostly benefit large corporations and highly skilled workers while lower-income employees experience the negative

consequences of rapid technological change.

According to the U.S. Bureau of Labor Statistics, the leisure and hospitality industry accounts for nearly one-third of all jobs in Las Vegas, making it one of the most hospitality-dependent economies in the United States. Because such a large percentage of the workforce relies on this industry, even small increases in automation could significantly affect employment opportunities and economic stability throughout Southern Nevada.

III. HISTORY

A. Current Stances

The debate surrounding artificial intelligence and job displacement continues to grow among economists, policymakers, business leaders, and technology companies. Some experts argue that automation has historically created new industries and employment opportunities, suggesting that AI may eventually create more jobs than it eliminates. Reports from the World Economic Forum support this perspective, explaining that while AI will replace certain positions, it will also create new jobs requiring technical, analytical, and digital skills.

However, many others are concerned about the speed and scale of modern technological advancements. Unlike previous technological shifts, artificial intelligence has the ability to impact many industries at the same time, especially service industries. Research from the Brookings Institution shows that lower-income workers are at greater risk of displacement, raising concerns about increasing economic inequality in the United States.

In Las Vegas, the hospitality and tourism industry plays a major role in the local economy. According to the U.S. Bureau of Labor Statistics, Nevada has one of the highest concentrations of hospitality workers in the country. This makes Las Vegas especially vulnerable to automation trends because so many jobs involve repetitive customer service tasks that may eventually be replaced or supported by AI systems.

Currently, there is no major policy in Las Vegas specifically focused on AI-driven job displacement within the hospitality industry. While workforce training programs exist, many are not specifically designed to address the rapid growth of automation and artificial intelligence. As a result, there is growing concern that more proactive policies will eventually be needed.

IV. POLICY PROBLEM

A. Stakeholders

The primary stakeholders in this issue are hospitality workers throughout Las Vegas, including hotel employees, housekeepers, bartenders, food service workers, valet attendants, casino staff, and customer service representatives. Many of these workers rely on hospitality jobs as their main source of income, and many positions are vulnerable to automation because they involve repetitive or predictable tasks.

Hospitality businesses are also major stakeholders. Hotels, casinos, and restaurants benefit from AI technologies because they can reduce labor costs, improve efficiency, and provide faster customer service. However, businesses may also face criticism if automation leads to widespread job loss without workforce support.

The Nevada state government and local

governments are stakeholders as well because they rely heavily on tourism-generated tax revenue. If large numbers of workers lose jobs or experience reduced wages, it could negatively affect the broader Las Vegas economy.

Educational institutions and workforce development organizations are also important stakeholders because they may help train workers for new careers and technical skills related to AI and technology.

B. Risks of Indifference

Ignoring AI job displacement could create serious economic and social problems for Las Vegas. If automation continues expanding without workforce support or retraining programs, many lower-income workers may struggle to find stable employment. This could increase economic inequality and place additional strain on public assistance programs.

Because Las Vegas depends heavily on hospitality and tourism, large-scale job displacement could weaken the local economy. Workers experiencing reduced income may spend less money in the community, negatively affecting small businesses, housing, and other industries.

Another major risk is that technology may advance faster than workforce education and training systems. Workers without access to retraining opportunities may fall behind while businesses increasingly seek employees with stronger digital and technical skills.

C. Nonpartisan Reasoning

AI job displacement is a nonpartisan issue because it affects workers, businesses, and economic

stability regardless of political affiliation. Both businesses and employees benefit when technological innovation is balanced with workforce preparation and support.

Economic growth and stability are important because AI can improve productivity and help Las Vegas remain competitive within the tourism industry. However, long-term economic growth is more sustainable when workers can successfully transition into new opportunities rather than being left unemployed.

Workforce competitiveness is another important factor. Investing in workforce development programs can help workers develop skills needed for future jobs. This allows employees to adapt alongside technological advancements instead of being replaced by them entirely.

Finally, community stability is essential. Stable employment opportunities help families remain financially secure and contribute to stronger communities. Supporting workers during technological transitions can help reduce poverty and economic instability while still encouraging innovation.

V. TRIED POLICY

One existing approach to workforce disruption has been federal and state workforce development programs such as the Workforce Innovation and Opportunity Act (WIOA). These programs provide job training, career counseling, and employment assistance to workers who have lost jobs or need new skills.

While these programs have helped many people, they also have limitations. Most workforce development programs are broad and are not

specifically focused on AI-driven job displacement in the hospitality industry. Additionally, many programs only assist workers after they lose employment rather than preparing them in advance for technological change.

Nevada has also invested in workforce training initiatives through local colleges and employment agencies. However, there is currently no major statewide policy specifically designed to address AI-related automation within hospitality jobs.

VI. POLICY OPTIONS

Workforce Retraining Programs

One possible solution is expanding workforce retraining programs specifically designed for hospitality workers affected by automation. These programs could be offered through institutions such as the College of Southern Nevada and supported through partnerships between the Nevada state government and hospitality businesses.

Training programs could focus on digital literacy, AI system management, customer service technology, cybersecurity basics, and technical support skills. This would help workers transition into new positions created by technological advancement instead of being left unemployed.

Public-Private Partnerships

Another policy option is creating partnerships between hospitality businesses and local governments. Companies implementing AI systems could receive incentives for retraining workers instead of immediately replacing them.

For example, major Las Vegas resorts could

partner with workforce agencies to create apprenticeship and certification programs for employees learning technology-related skills. This would allow businesses to continue innovating while also supporting long-term workforce stability.

AI Impact Assessments

Nevada could also require large hospitality corporations to complete AI impact assessments before implementing automation systems that significantly reduce employment. These assessments would evaluate how many workers could be affected and what plans businesses have to reduce negative impacts on employees.

This policy would encourage responsible planning while still allowing businesses to innovate and modernize their operations.

VII. CONCLUSIONS

Artificial intelligence is rapidly transforming the hospitality industry, especially in cities like Las Vegas that depend heavily on tourism and service-based employment. While AI technologies can improve efficiency and customer experiences, they also create concerns regarding job displacement and economic inequality.

This policy brief explored how AI may affect hospitality workers, businesses, and the broader Las Vegas economy. It also examined the risks of ignoring the issue and discussed the limitations of current workforce policies. Among the proposed solutions, workforce retraining programs and public-private partnerships appear to be the most practical and realistic options because they help

workers adapt while still allowing businesses to innovate.

Ultimately, Las Vegas must take a proactive approach toward AI-driven workforce changes. Technological progress should not come at the expense of economic opportunity and workforce stability. By investing in education, retraining, and responsible implementation policies, Nevada can better prepare for the future while protecting the workers who help drive the city's economy.

ACKNOWLEDGMENT

The Institute for Youth in Policy wishes to acknowledge Taylor Beljon-Regen, Patrick Pickren, Tiffany Li, Asher Cohen, Paul Kramer, and other contributors for developing and maintaining the Fellowship Program within the Institute.

REFERENCES

- [1] Brookings Institution, "What Jobs Are Affected by AI? Better-Paid, Better-Educated Workers Face the Most Exposure," [Brookings Institution AI Report](#)
- [2] McKinsey & Company, "Jobs Lost, Jobs Gained: What the Future of Work Will Mean for Jobs, Skills, and Wages," [McKinsey Future of Work Report](#)
- [3] U.S. Bureau of Labor Statistics, "Nevada Economy at a Glance," [BLS Nevada Economy at a Glance](#)
- [4] U.S. Bureau of Labor Statistics, "Las Vegas-Paradise, NV Economy at a Glance," [BLS Las Vegas Economy Data](#)
- [5] World Economic Forum, "Future of Jobs Report," [World Economic Forum Future of Jobs](#)

[Report](#)

- [6] Brookings Institution, “Generative AI, the American Worker, and the Future of Work,” [Brookings Generative AI and Workers](#)
- [7] Pew Research Center, “Which U.S. Workers Are More Exposed to AI on Their Jobs?” [Pew Research AI Workforce Study](#)
- [8] Brookings Institution, “How AI May Reshape Career Pathways to Better Jobs,”

[Brookings Career Pathways and AI](#)

- [9] McKinsey & Company, “Future of Work,” [McKinsey Future of Work Hub](#)
- [10] Nevada Department of Employment, Training and Rehabilitation, “Nevada Labor Market Overview,” [Nevada Workforce Labor Report](#)