AETHEIS Technology Different

AI for Hospitality Operations

Guest experience, revenue and back office

THE PROBLEM

Hotels run on thin margins and long hours. AI can answer guests, read reviews, help price rooms and lighten the back office, if staff know how to use it well.

YOU LEAVE WITH

1. Guest replies and review responses drafted in your hotel's voice.
2. A review analysis that shows what guests actually complain about.
3. One back-office task handed to AI.

LEARNING OUTCOMES

- Draft guest communication and review responses with AI in their brand's voice.
- Analyse guest reviews to find recurring issues.
- Apply AI to one back-office or revenue task.

DURATION
Half-day, 08:30 to 12:30

HANDS-ON
3h15 practice, 0h30 theory (13%)

FORMATS
Public or in-house

GROUP SIZE
10 to 20 participants

LANGUAGE
English; French on request

TOOLS
Laptop; the AI assistant your organisation uses

ATTESTATION
Certificate of attendance

WHO SHOULD ATTEND

Hotel managers, front office, guest relations, revenue and hospitality students.

WHERE THIS SITS ON THE PORTOLAN ROUTE

Every AI course can feed a Portolan roadmap

1 · next	2	3	4	5	6
Session	Bearings	Route	First Crossing	Fleet	Harbour

PROGRAMME

Time	Block	Theory	Practice
08:30–10:15	**Guest experience.** Replies and review responses in your voice	15 min	90 min
10:30–12:30	**Revenue and back office.** Review analysis; one back-office task	15 min	105 min
Total	Breaks not counted	**0h30**	**3h15**

LABS, ON YOUR OWN MATERIAL

Guest replies
Your reviews and emails answered.

Review analysis
Twenty reviews, three recurring issues.

WHAT TO BRING

Twenty recent guest reviews and two typical guest emails.

AFTER THE COURSE

Atlas, the AI coach on Learn N' Succeed, follows up at day 3, 7 and 30. Your work and the prompt kit stay in your space and can feed a Portolan roadmap.

LEARNING PATH

BEFORE
FLU1 Generative AI Essentials

THIS COURSE
HOS1 AI for Hospitality Operations

AFTER
BLD1 AI Roadmap Design

FORMATS AND PRICE

Rs 18,000 · €350 · USD 400

per participant

Half-day, excluding VAT; refreshments and materials included
Public sessions through the year
In-house on request, 10 to 20 participants

Not sure where to start?
Book the Portolan 20-minute call →
aetheis.com/portolan