

Department	14 Tourism
Course title	Service Robots in Tourism and Hospitality
Course number	
Hours per week (SWS)	2
Number of ECTS credits	3
Course objective	<p>Students will gain a sound overview of automation and robotics with a specific focus on service robots in tourism and hospitality. The introduction to service robots in theory and practice will lead to an understanding of their relevance for current and future workplaces. Part of this is exploring the implications of their application for employees, leaders and customers/guests. Students will get to know opportunities and challenges in applying service robots in tourism and hospitality and critically reflect on their application.</p> <p>The seminar will also focus on learning presentation techniques and scientific writing. Learning to search for scientific literature, to work with a literature management software and understanding academic articles in order to successfully write a seminar paper are key goals of this seminar.</p>
Prerequisites	Participants must demonstrate a sound command of spoken and written English (Level B2) in order to hold presentations and actively participate in discussions.
Recommended reading	A reading list will be distributed at the beginning of and during the semester.
Teaching methods	Lectures, presentations
Assessment methods	Presentation during semester, Seminar paper
Language of instruction	English
Name of lecturer	Stefanie Brenning
Email	stefanie.brenning@hm.edu
Link	
Course content	<p>Introduction to Automation and Robotics in Tourism and Hospitality What are Service Robots The Service Robot Ecosystem: Employees, Leadership, Customers Critical Reflection of Service Robots in Tourism and Hospitality Also: Basics of Scientific Writing and Presentation of Scientific Literature</p>
Remarks	