

Business & Management 工商管理

“Tomorrow’s Guestrooms” competition showcases hospitality innovation

「明日客房」比賽展示酒店業創新思維



Organized by the School of Hotel and Tourism Management (SHTM) and its teaching and research hotel, Hotel ICON, the “Tomorrow’s Guestrooms” competition is a living laboratory where the focus is on education, research and guest experience.

由酒店及旅遊業管理學院與其教學及研究酒店唯港薈合辦的「明日客房」比賽，為教學研究和探索顧客體驗提供一個真實的實驗平台。

1. High Definition Weave Carpet
高清地毯

2. Guest Communication Center

3. AElement wireless locking system
無線門鎖系統

4. iFlyPad

5. TELY

6. Hotel ONAIR cloud-based multimedia system
雲端電視平台

7. Neobar and E-Tray
Neobar 及 E-Tray

8. SuperDock DN 7000



Hotel suppliers and designers were invited to share their products, services and technology, with the winning entries to be deployed for six months in three dedicated guestrooms at Hotel ICON. Dr Basak Denizci Guillet, Assistant Professor at the SHTM and Coordinator of the Tomorrow’s Guestrooms project, commented that the competition was a great success attracting many entrants from around the world. “We looked for innovations in the submissions and the response from the industry was overwhelming”, she said.

The winning entries, selected by a team of experts, included products such as a high definition weave carpet and technologies including the Neobar and E-Tray, an eco-friendly minibar; AElement, a wireless locking system that allows cellphones to be used to open and control doors; and Hotel ONAIR, a cloud-based multimedia system.

To provide research data and feedback to the companies that developed the products and services, researchers at the SHTM have prepared a questionnaire for guests to complete after staying in the rooms. Prof. Kaye Chon, Dean and Chair Professor of the SHTM and Chairman of the Tomorrow’s Guestrooms competition, commented that the competition was “created to facilitate more in-depth research into the application of advanced concepts in the field of hotel management for the advancement of the entire industry”.

該比賽邀請了酒店服務及設計公司分享其產品、服務和科技，更為優勝產品於唯港薈提供三間專用客房作為期六個月的試點。酒店及旅遊業管理學院助理教授兼「明日客房」比賽統籌丁碧晞博士表示是次比賽非常成功，並吸引到很多世界各地的參賽者：「我們期望從參賽作品中尋找創新意念，而業界對比賽的反應亦十分熱烈。」

得獎產品由專家組成的評審團選出，包括：高清地毯、環保節能迷你酒吧Neobar及E-Tray、可連接手機用以開啟和搖控房門的無線門鎖系統AElement，以及雲端電視平台Hotel ONAIR。

學院的研究人員亦特意設計了一份問卷，來收集客人在入住這些房間後對產品及服務的意見，並提供研究數據和意見給有關公司參考。酒店及旅遊業管理學院院長兼講座教授、「明日客房」比賽籌備委員會主席田桂成教授表示，舉辦這比賽是為了促進對酒店管理領域先進理念所進行的深入研究，從而提升整個酒店業的水平。