

Seminar Deck Outline

Seminar Deck Outline: Technology, Labor, and Service Quality

Slide Sequence (12 slides)

1. Session objective and framing
2. Market shifts in hospitality service design
3. AI-enabled service touchpoints
4. Labor economics and role redesign
5. Case 01 overview
6. Case 01 discussion outputs
7. Case 02 overview
8. Case 02 discussion outputs
9. Trust and transparency design principles
10. Metrics dashboard for implementation
11. 30-day pilot roadmap
12. Reflection and assignment prompt