

# Chapter 10

## Innovative Tech Strategies for Employee Wellness in Hospitality

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### ABSTRACT

*Modern technological solutions profoundly change employees' welfare and organizational outcomes in the hospitality sector. Some essentials are wearable health kits and stress relievers such as intelligent health monitoring apparel, VR & AR training kits, relaxation kits, and health and wellness apps that include mental health promoters and individualized health fitness managers. The artificial intelligence-based chatbot and the prediction algorithm deliver mental health support and prompt burnout identification. Telehealth provides a means for obtaining medical consultations and virtual counselling, while gamification increases engagement and team cooperation through wellness competitions. Teleworking possibilities and new kinds of flexible time arrangements enhance the quality of work life. Spreading implementation initiatives and adapting strategies evaluations are cornerstones of implementation. Hospitality organizations contribute to supporting the methods,*

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*indicating the possibility of improving a healthier, more productive workforce in the hospitality industry.*

## **INTRODUCTION**

The hospitality industry, which encompasses hotels, restaurants, and many more service-oriented businesses, is a crucial contributor to the global economy. However, this is one of the most challenging industries, characterized by a high employee turnover, long hours, and physical and emotional pressure. Given the high demands of this people-centered industry, it is easy for hospitality workers to experience job stress, job dissatisfaction, and health problems (Smith et al., 2022). The industry slowly turns to advanced innovative technology with workers' issues in productivity and satisfaction to resolve these problems and ameliorate employees' health.

In the hospitality sector, employee wellness programs are designed to improve employees' overall health and thus increase their job satisfaction, productivity, and retention. In the past, such programs have been focused on health with the provision of facilities, such as medical check-ups and fitness centers. The expansion of the scope of wellness programs to comprise the mental component is also due to recent technological innovations. There is an evolution of approaches towards employee wellness in the lodging industry enabled by wearables, gamification technology, health care services, wellness applications, virtual reality /augmented reality (VR/AR), artificial intelligence (AI), and smart office design.

Fitness trackers and smartwatches are wearable technology that tracks a user's health statistics within certain limits. It monitors, among other things, the user's heart rate, physical activities, and sleeping patterns. These devices may also help relieve stress by prompting users to take breaks or engage in other relaxation forms. Training simulated environments are developed using virtual and augmented reality to reduce stress and enhance training efficiency (Talukder & Das, 2024). VR scenarios might enhance and instill some degree of self-assurance in the employees by exposing them to certain extreme conditions such as training exercises without the attendant risks in real-time.

Another remarkable improvement is the emergence of health-and-fitness-related apps that aim to give service users health-related, cognitive, and physical services. Such programs allow staff to engage well in healthy living by following customized wellness strategies based on the health statistics of the individuals. Mental wellness consultation chat systems and burnout-identifying solutions are being engineered thanks to artificial intelligence (AI), enabling treatment responses in time. Healthcare is no longer a challenge as millions of employee's access telehealth services, which allow them to reach doctors without physical access. This applies significantly to

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