

## Special Issue

# Service Robots in Post-COVID Era

### Message from the Guest Editors

This is an open call for potential submissions to a Special Issue of Sustainability on the topic of “Service Robots in Post-COVID Era”. Service robots are becoming increasingly popular in the hospitality and tourism industry. The demand to provide contactless services to consumers (e.g., robot concierge, robotic food ordering and delivery) further accelerates the adoption of service robots. Regarding the highly transmissible nature of COVID-19, it is suggested that the implementation of service robots can serve as an effective measure for creating sufficient social distance in the close-contact services between frontline staff and customers. The successful adoption of service robots in hospitality would therefore provide a great degree of reassurance for both customers and employees. Additionally, considering the reduction of the number of hotel employees and their strong turnover intention during COVID-19, the implementation of service robots could serve as a timely alternative for the much-needed manpower in the hospitality and tourism industry while protecting both customers and staff. What will be next for service robots in post-COVID era?

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### Guest Editors

Prof. Dr. Jian Ming Luo

Dr. Anthony Kong

Prof. Dr. Rob Law

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### Deadline for manuscript submissions

closed (15 December 2024)



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### Editor-in-Chief

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