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Emerging technologies on operational plates and service delivery has had a major impact on all parts of the hospitality industry. Different technologies such as new and upcoming drive throughs, pay wave/pay pass payment, online ordering and payment, and the extremely current trend of 'take your own order' have each had both positive and negative impacts on the hospitality industry and society.

In the fast food hospitality industry technology has had an extreme impact on the world socially with new trends emerging frequently. In the past things like drive through take away made take away an even faster more convenient option for families with smew children or people on the run in the mornings or afternoon, providing the fastest possible service with optimal convenience. However this has only lead to laziness of some other people who instead take advantage of the convenience and decide to not even leave their car seat to get up and walk into the store which is leading to further and more serious issues such as obesity. ~~Although~~ Although this use of technology has made a much more convenient way of getting take away food that

In places such as mcdonalds and kfc

More and more food places have begun implementing 'drive through' take away such as the newly opened Subway take away in certain parts of NSW, showing the effectiveness of this use of technology and the positive effects it has had on our society.

Similarly in these same take away franchises such as McDonalds, fast food hospitality industry has now started offering a 'take your own order method' where you can now walk into a McDonalds restaurant and use a computer like piece of technology to place your own order without actually speaking to a worker. This use of operational duties currently being used in fast food places has had an enormous impact on the hospitality industry and society. Creating a new buzz and excitement for children when going to eat out as well as being a cheaper faster alternative to the employer as they no longer have to employ as many staff to do the jobs that computers can now do for them. Meaning costs are down and sales are up. However this could also have a negative economic impact if the machines start breaking down, and

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Staff have to pay to fix them. Another negative factor of this new use of technology is the social effect of communication ~~skills~~ skills that are slowly being taken out of our everyday lives impacting the social well being of human society. ~~However~~ so, although being effective for the PCBU it is having a negative social impact on the world.

Contrastingly service delivery has had an ever evolving impact on the hospitality with the use of emerging technologies. The use of internet order and paying online has had a similar impact to those of the 'take your own order computers', impacting the social skills of humans as they no longer have to communicate to order food. However having a positive impact on enterprises like pizza hut giving fast and cheap service to customers. In addition, the current emerging technology of the different payment methods such as 'pay pass' has given a quicker more effective way of paying for food in the hospitality industry. Although issues have arisen with unlawful use of portable scanners, stealing peoples money, having a negative impact on society, ~~however~~ however still an effective



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mechanism of payment currently prevail upon due to emerging technologies. *

Each of these emerging technologies on operational duties and service delivery have had a mostly positive impact on our society and the hospitality industry with only minor issues arising that will eventually improve with further development.

* Again, similar to the 'take your own order' method break downs can happen with 'pay pass' ~~now~~ which can be costly and difficult for an enterprise as customers will have to deal with the inconvenience and management would have to pay for fixes. Although this is a minor issue, not having too much impact on the overall convenience of this method of payment.