



Technology service failures in the hospitality industry

The digitalization of services isn't always a success story—it can lower productivity, strain frontline staff, and disrupt the customer experience. Dr. Jie Yu Kerguignas will share research insights on these challenges and provide concrete recommendations for hospitality professionals.



October 31, 2025



From 13:00 to 18:00



EHL Campus Lausanne - M609

Programme

13h00 - 13h15	Welcome coffee
13h15 - 15h00	Presentation of study results
15h00 - 15h30	Coffee break
15h30 - 17h30	Practical recommendations and next steps
17h30 - 18h30	Networking cocktail