

# Supplementary Materials for “How was your stay?”: Exploring the Use of Robots for Gathering Customer Feedback in the Hospitality Industry

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## Appendix A: Scenarios Used in Online Guest Scenario Survey

1) *Negative Scenario:* You made reservations at Hotel Alpha because you had planned a vacation with this specific hotel in mind for its room quality, and a reputation for giving special attention to its guests. When you arrived at Hotel Alpha at 5:00 p.m. you found your room would not be ready for another two hours even though you have a confirmation number for your reservation with a 3:00 p.m. check-in time. The desk clerk said, “I am very sorry for the inconvenience, but there is nothing I can do.” You arrived at your room. The room seems to be cleaned in a rush and is furnished with an average bed. The room smells like cigarette smoke.

1) *Positive Scenario:* You made reservations at Hotel Alpha because you needed a room for an overnight stay on the way to your vacation. The hotel gets a good rating from your trusted hotel review website (e.g. TripAdvisor). When you arrived at Hotel Alpha at 5:00 p.m. and you approached the front desk clerk for check-in. The clerk is courteous and provides the key to your room without any trouble. You arrived at your room. The room is very clean and furnished with an above average bed. You found the complimentary drink on the table that quenches your thirst from traveling.

The online surveys we used are available at <https://goo.gl/forms/nKQZCDN6zsSYR1k82> (with the positive scenario) and <https://goo.gl/forms/PTwap5lOdYxLvA7F2> (with the negative scenario).

## Appendix B: Three State Machines Used in Kitchen Deployment

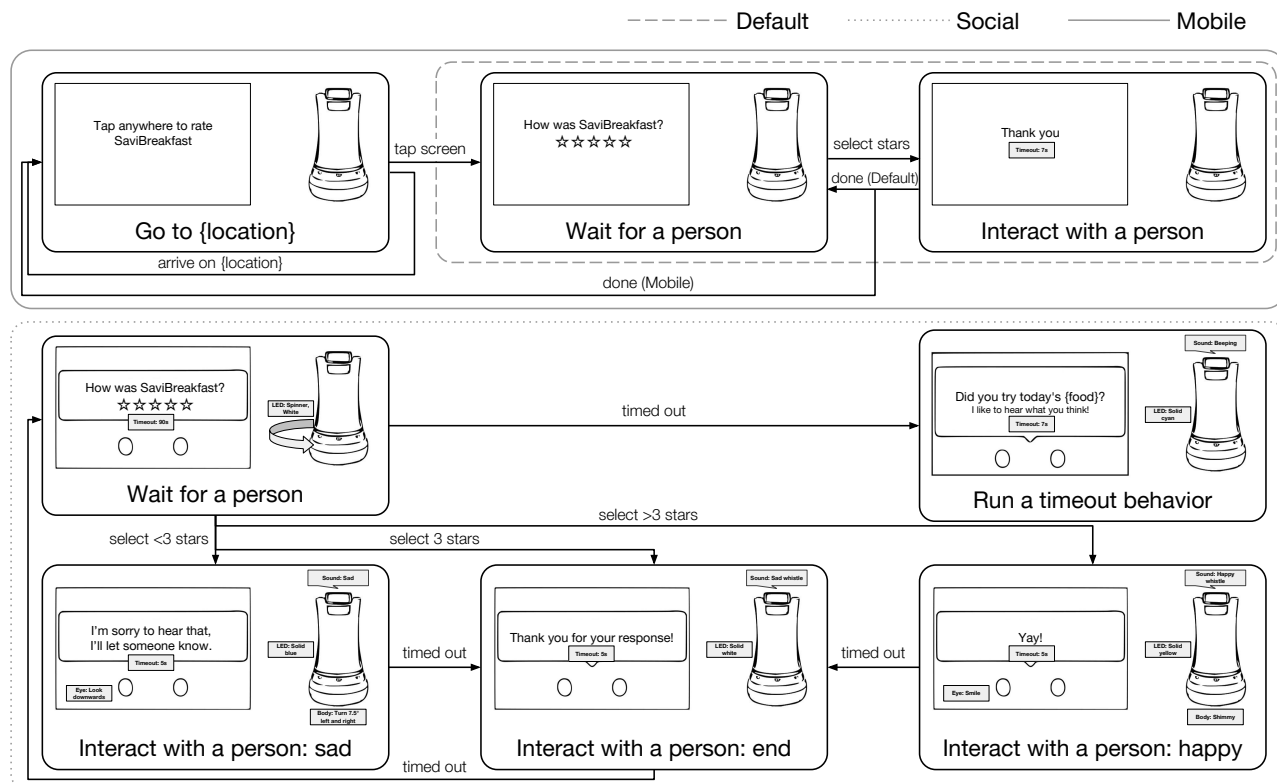


Fig. 1. Finite state machines that implement the three robot behaviors.