The Rise of Self-Service Technology

Match each item below to the appropriate category.

Then add 2 of your own ideas to each category.

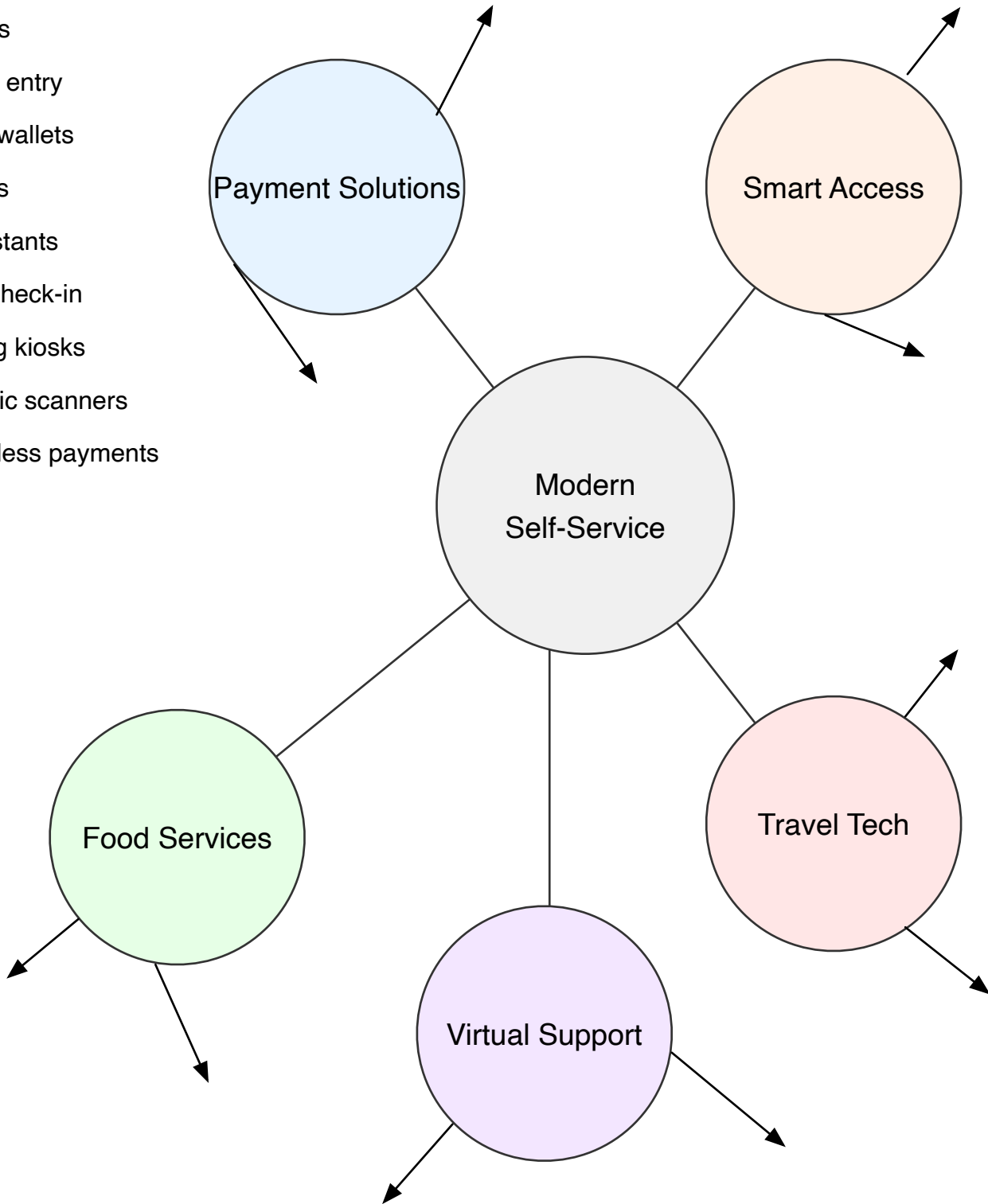digital menus

chatbots

keyless entry

mobile wallets

e-tickets

AI assistants

digital check-in

ordering kiosks

biometric scanners

contactless payments

Payment Solutions

Smart Access

Modern
Self-Service

Food Services

Travel Tech

Virtual Support

Answers

Payment Solutions:
- mobile wallets
- contactless payments

Smart Access:
- biometric scanners
- keyless entry

Food Services:
- digital menus
- ordering kiosks

Travel Tech:
- digital check-in
- e-tickets

Virtual Support:
- AI assistants
- chatbots

Sample additions could include:

Payment Solutions:
- digital gift cards
- QR code payments

Smart Access:
- facial recognition
- fingerprint locks

Food Services:
- mobile pre-ordering
- smart vending machines

Travel Tech:
- mobile boarding passes
- automated baggage check

Virtual Support:
- virtual concierge
- voice assistants