

Robot Waiter Market - Global Outlook & Forecast 2023-2028

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Report description:

The global robot waiter market was valued at USD 324.12 million in 2022 and is expected to grow at a CAGR of 35.14% from 2022-2028.

MARKET TRENDS & OPPORTUNITIES

Rising Automation in the Restaurant Industry

The restaurant industry has witnessed a significant rise in automation in recent years, driven by technological advancements and the pursuit of efficiency, cost reduction, and improved customer experiences. This trend encompasses automated solutions, from check-in/check-out processes to in-room services and dining experiences. One prominent aspect of this automation trend is observed in the global robot waiter market, where robots are being deployed in hotels and restaurants to enhance the guest experience. These robots are designed to serve food and drinks, take orders, and interact with guests, all while providing an innovative and futuristic dining experience.

Increasing Focus Towards Enhanced Customer Experience

In recent years, the robot waiter market has seen a significant shift in priorities, with a growing emphasis on enhancing the customer experience and optimizing labor efficiency. This trend reflects a broader transformation in the hospitality industry as businesses aim to provide superior service while managing operational costs effectively. One of the key aspects of this trend is the integration of advanced technologies into robot waiter systems. These technologies include improved sensors, artificial intelligence (AI), and machine learning algorithms that allow robots to navigate crowded dining areas, avoid obstacles, and interact with customers.

INDUSTRY RESTRAINTS

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Technical Challenges & Customer Acceptance

Adopting robot waiters in the hospitality industry presents technical challenges and considerations regarding customer acceptance. On the technical front, ensuring robot waiters' seamless and safe navigation in dynamic and crowded restaurant environments remains a primary challenge. Developing robust obstacle detection and avoidance systems and refining autonomous navigation algorithms are crucial to preventing accidents and enhancing operational efficiency. Moreover, customer acceptance is equally vital. While some customers readily embrace the idea of robot waiters as a novel and efficient addition to their dining experience, others may have reservations.

SEGMENTATION INSIGHTS

INSIGHTS BY LOAD CAPACITY

The 20 - 40 KG load capacity segment held the most prominent share of the global robot waiter market in 2022. Robot waiters with a load capacity of 20 to 40 kilograms are advanced robotic systems designed to assist the service industry, particularly in restaurants and hotels. These robots have specialized compartments or trays to hold securely and transport items such as food orders, dishes, drinks, and even room service amenities. The versatility in load capacity also makes them adaptable to different service settings, ensuring they can handle a wide range of items while maintaining safety and precision in their movements.

Segmentation by Load Capacity

- Below 20 KG
- 20-40 KG
- Above 40 KG

INSIGHTS BY END USER

The global robot waiter market by end users is categorized as HORECA, Bars and casinos, Senior living homes, and others, which includes food courts and catering services. HORECA are prominent end-users in the robot waiter industry, accounting for the largest share in the end-user segments. These establishments are integrating robot waiters to streamline their dining services, reduce wait times, and engage customers with cutting-edge technology. Robot waiters can create a unique and memorable dining experience, attracting customers and generating positive word-of-mouth. However, bars and casinos will likely grow at the fastest CAGR in the global market during the forecast period.

Segmentation by End Users

- HORECA
- Bars & Casinos
- Senior Living Homes
- Others

INSIGHTS BY DISTRIBUTION CHANNEL

The offline distribution channel segment held most of the global robot waiter market share 2022. However, the online sales channel and partnerships with system integrators were expected to witness higher growth rates due to their scalability and market penetration potential. This shift towards online growth is mainly steered by significant companies opting to expand their market presence through e-commerce platforms, thus driving the online segment's expansion.

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Segmentation by Distribution Channel

- Offline
- Online

GEOGRAPHICAL ANALYSIS

The Asia Pacific region was the primary contributor to the global robot waiter market, responsible for more than 30% of the total revenue 2022. This substantial share can be attributed to the robust demand for robot waiters from Japan and South Korea, where the adoption of robot waiters is due to high technological advancements. The demand for robot waiters in East Asia, particularly in China, Japan, and South Korea, has surged in the wake of multiple challenges, including a shortage of skilled labor, rising inflation, and increased wages driven by the aftermath of COVID-19 and the Russia-Ukraine conflict. Robot chefs and waiters gained prominence in Asian markets during the early stages of the pandemic as lockdowns and pandemic control measures led to labor shortages.

The robot waiter market in North America is expected to experience significant growth and adoption across the restaurant & hospitality industry. The United States and Canada are showing increasing interest in robot waiters, primarily driven by the restaurant industry's desire for automation and efficiency. Further, European countries, such as the United Kingdom, Germany, and France, are gradually embracing robot waiters, albeit at a somewhat slower pace compared to Asia. The European market is driven by a combination of factors, including a strong focus on enhancing customer experiences and the need for labor optimization.

Segmentation by Geography

- APAC
 - o□South Korea
 - o□Japan
 - o□China
 - o□Singapore
 - o□Malaysia
 - o□Rest of APAC
- Europe
 - o□Germany
 - o□The U.K.
 - o□France
 - o□Italy
 - o□Spain
- North America
 - o□The U.S.
 - o□Canada
- Middle East & Africa
 - o□UAE
 - o□Saudi Arabia
 - o□Rest of Middle East & Africa
- Latin America
 - o□Brazil
 - o□Mexico

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o Rest of Latin America

COMPETITIVE LANDSCAPE

The robot waiter market is highly competitive, with established players like Bear Robotics, Keenon Robots, and Richtech Robotics offering advanced, customizable solutions. Partnerships between robot waiter manufacturers and restaurants are increasing, enabling smoother integration of these autonomous servers into existing operations. As competition intensifies, companies focus on improving technical capabilities and the overall customer experience, offering diverse load capacities and functionalities to cater to various dining establishments. This dynamic landscape underscores the potential for robot waiters to transform the restaurant industry.

Key Company Profiles

- Bear Robotics
- Keenon Robotics
- Pudu Technology
- Suzhou Pangolin Robot

Other Prominent Vendors

- AIBAYES
- Comp-Point Systems
- Gausium
- Guangzhou Aobo Information Technology
- LG Electronics
- ORION STAR Robotics
- Richtech Robotics
- Shenzhen Reeman Intelligent Equipment
- Segway Robotics
- Telepower Communication
- UBTECH ROBOTICS

KEY QUESTIONS ANSWERED:

1. How big is the robot waiter market?
2. What is the growth rate of the global robot waiter market?
3. Which region dominates the global robot waiter market share?
4. What are the significant trends in the robot waiter industry?
5. Who are the key players in the global robot waiter market?

Table of Contents:

- 1 RESEARCH METHODOLOGY
- 2 RESEARCH OBJECTIVES
- 3 RESEARCH PROCESS
- 4 SCOPE & COVERAGE
- 4.1 MARKET DEFINITION

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4.1.1	INCLUSIONS
4.1.2	EXCLUSIONS
4.1.3	MARKET ESTIMATION CAVEATS
4.2	BASE YEAR
4.3	SCOPE OF THE STUDY
4.3.1	MARKET SEGMENTATION BY LOAD CAPACITY
4.3.2	MARKET SEGMENTATION BY DISTRIBUTION CHANNEL
4.3.3	MARKET SEGMENTATION BY END-USER
4.3.4	MARKET SEGMENTATION BY GEOGRAPHY
5	REPORT ASSUMPTIONS & CAVEATS
5.1	KEY CAVEATS
5.2	CURRENCY CONVERSION
5.3	MARKET DERIVATION
6	PREMIUM INSIGHTS
6.1	MARKET DEFINITION
6.2	REPORT OVERVIEW
6.3	OPPORTUNITIES & CHALLENGE ANALYSIS
6.4	SEGMENT ANALYSIS
6.5	REGIONAL ANALYSIS
6.6	COMPETITIVE LANDSCAPE
7	MARKET AT A GLANCE
8	INTRODUCTION
8.1	OVERVIEW
8.2	COST SAVINGS & LABOR OPTIMIZATION
8.3	MACROECONOMIC FACTORS
8.4	ROBOTICS INDUSTRY
8.4.1	INDUSTRIAL ROBOTS
8.4.2	SERVICE ROBOTS
8.5	RECENT PARTNERSHIPS & DEVELOPMENTS
8.6	GLOBAL ECONOMIC SCENARIO
8.7	VALUE CHAIN ANALYSIS
8.7.1	PRODUCT DEVELOPMENT
8.7.2	MANUFACTURING AND SUPPLY CHAIN
8.7.3	SALES AND MARKETING
8.7.4	SERVICE AND SUPPORT
8.7.5	CUSTOMER EXPERIENCE
9	MARKET OPPORTUNITIES & TRENDS
9.1	RISE IN AUTOMATION IN RESTAURANT INDUSTRY
9.2	INCREASED FOCUS ON ENHANCED CUSTOMER EXPERIENCE & LABOR EFFICIENCY
9.3	GROWTH IN INVESTMENTS & INNOVATIONS IN HOSPITALITY INDUSTRY
10	MARKET GROWTH ENABLERS
10.1	RISE IN NUMBER OF RESTAURANTS, CAFES, CATERING, & FOOD SERVICES

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10.2 LABOR SHORTAGE & COST REDUCTION
10.3 ADOPTION OF ADVANCED TECHNOLOGY IN DEVELOPED COUNTRIES

11 MARKET RESTRAINTS
11.1 HIGH INITIAL COSTS
11.2 TECHNICAL CHALLENGES & CUSTOMER ACCEPTANCE

12 MARKET LANDSCAPE
12.1 MARKET OVERVIEW
12.2 MARKET SIZE & FORECAST
12.3 POST-COVID SCENARIO
12.4 SWOT ANALYSIS
12.5 KEY INSIGHTS
12.6 FIVE FORCES ANALYSIS
12.6.1 THREAT OF NEW ENTRANTS
12.6.2 BARGAINING POWER OF SUPPLIERS
12.6.3 BARGAINING POWER OF BUYERS
12.6.4 THREAT OF SUBSTITUTES
12.6.5 COMPETITIVE RIVALRY

13 LOAD CAPACITY
13.1 MARKET SNAPSHOT & GROWTH ENGINE
13.2 MARKET OVERVIEW
13.3 BELOW 20 KG
13.3.1 MARKET SIZE & FORECAST
13.3.2 MARKET BY GEOGRAPHY
13.4 20-40 KG
13.4.1 MARKET SIZE & FORECAST
13.4.2 MARKET BY GEOGRAPHY
13.5 ABOVE 40 KG
13.5.1 MARKET SIZE & FORECAST
13.5.2 MARKET BY GEOGRAPHY

14 END-USER
14.1 MARKET SNAPSHOT & GROWTH ENGINE
14.2 MARKET OVERVIEW
14.3 HORECA
14.3.1 MARKET SIZE & FORECAST
14.3.2 MARKET BY GEOGRAPHY
14.4 BARS & CASINOS
14.4.1 MARKET SIZE & FORECAST
14.4.2 MARKET BY GEOGRAPHY
14.5 SENIOR LIVING HOMES
14.5.1 MARKET SIZE & FORECAST
14.5.2 MARKET BY GEOGRAPHY
14.6 OTHERS
14.6.1 MARKET SIZE & FORECAST

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14.6.2 MARKET BY GEOGRAPHY

15 DISTRIBUTION CHANNEL

15.1 MARKET SNAPSHOT & GROWTH ENGINE

15.2 MARKET OVERVIEW

15.3 OFFLINE

15.3.1 MARKET SIZE & FORECAST

15.3.2 MARKET BY GEOGRAPHY

15.4 ONLINE

15.4.1 MARKET SIZE & FORECAST

15.4.2 MARKET BY GEOGRAPHY

16 GEOGRAPHY

16.1 MARKET SNAPSHOT & GROWTH ENGINE

16.2 GEOGRAPHIC OVERVIEW

17 APAC

17.1 MARKET OVERVIEW

17.2 MARKET SIZE & FORECAST

17.3 LOAD CAPACITY

17.3.1 MARKET SIZE & FORECAST

17.4 END-USER

17.4.1 MARKET SIZE & FORECAST

17.5 DISTRIBUTION CHANNEL

17.5.1 MARKET SIZE & FORECAST

17.6 KEY COUNTRIES

17.6.1 JAPAN: MARKET SIZE & FORECAST

17.6.2 SOUTH KOREA: MARKET SIZE & FORECAST

17.6.3 CHINA: MARKET SIZE & FORECAST

17.6.4 SINGAPORE: MARKET SIZE & FORECAST

17.6.5 MALAYSIA: MARKET SIZE & FORECAST

17.6.6 REST OF APAC: MARKET SIZE & FORECAST

18 EUROPE

18.1 MARKET OVERVIEW

18.2 MARKET SIZE & FORECAST

18.3 LOAD CAPACITY

18.3.1 MARKET SIZE & FORECAST

18.4 END-USER

18.4.1 MARKET SIZE & FORECAST

18.5 DISTRIBUTION CHANNEL

18.5.1 MARKET SIZE & FORECAST

18.6 KEY COUNTRIES

18.6.1 UK: MARKET SIZE & FORECAST

18.6.2 GERMANY: MARKET SIZE & FORECAST

18.6.3 FRANCE: MARKET SIZE & FORECAST

18.6.4 ITALY: MARKET SIZE & FORECAST

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18.6.5 SPAIN: MARKET SIZE & FORECAST

19 NORTH AMERICA

19.1 MARKET OVERVIEW

19.2 MARKET SIZE & FORECAST

19.3 LOAD CAPACITY

19.3.1 MARKET SIZE & FORECAST

19.4 END-USER

19.4.1 MARKET SIZE & FORECAST

19.5 DISTRIBUTION CHANNEL

19.5.1 MARKET SIZE & FORECAST

19.6 KEY COUNTRIES

19.6.1 US: MARKET SIZE & FORECAST

19.6.2 CANADA: MARKET SIZE & FORECAST

20 MIDDLE EAST & AFRICA

20.1 MARKET OVERVIEW

20.2 MARKET SIZE & FORECAST

20.3 LOAD CAPACITY

20.3.1 MARKET SIZE & FORECAST

20.4 END-USER

20.4.1 MARKET SIZE & FORECAST

20.5 DISTRIBUTION CHANNEL

20.5.1 MARKET SIZE & FORECAST

20.6 KEY COUNTRIES

20.6.1 UAE: MARKET SIZE & FORECAST

20.6.2 SAUDI ARABIA: MARKET SIZE & FORECAST

20.6.3 REST OF MIDDLE EAST & AFRICA: MARKET SIZE & FORECAST

21 LATIN AMERICA

21.1 MARKET OVERVIEW

21.2 MARKET SIZE & FORECAST

21.3 LOAD CAPACITY

21.3.1 MARKET SIZE & FORECAST

21.4 END-USER

21.4.1 MARKET SIZE & FORECAST

21.5 DISTRIBUTION CHANNEL

21.5.1 MARKET SIZE & FORECAST

21.6 KEY COUNTRIES

21.6.1 MEXICO: MARKET SIZE & FORECAST

21.6.2 BRAZIL: MARKET SIZE & FORECAST

21.6.3 REST OF LATIN AMERICA: MARKET SIZE & FORECAST

22 COMPETITIVE LANDSCAPE

22.1 COMPETITION OVERVIEW

23 KEY COMPANY PROFILES

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- 23.1 BEAR ROBOTICS
 - 23.1.1 BUSINESS OVERVIEW
 - 23.1.2 PRODUCT OFFERINGS
 - 23.1.3 KEY STRATEGIES
 - 23.1.4 KEY STRENGTHS
 - 23.1.5 KEY OPPORTUNITIES
- 23.2 KEENON ROBOTICS
 - 23.2.1 BUSINESS OVERVIEW
 - 23.2.2 PRODUCT OFFERINGS
 - 23.2.3 KEY STRATEGIES
 - 23.2.4 KEY STRENGTHS
 - 23.2.5 KEY OPPORTUNITIES
- 23.3 PUDU ROBOTICS
 - 23.3.1 BUSINESS OVERVIEW
 - 23.3.2 PRODUCT OFFERINGS
 - 23.3.3 KEY STRATEGIES
 - 23.3.4 KEY STRENGTHS
 - 23.3.5 KEY OPPORTUNITIES
- 23.4 SUZHOU PANGOLIN ROBOT
 - 23.4.1 BUSINESS OVERVIEW
 - 23.4.2 PRODUCT OFFERINGS
 - 23.4.3 KEY STRATEGIES
 - 23.4.4 KEY STRENGTHS
 - 23.4.5 KEY OPPORTUNITIES

24 OTHER PROMINENT VENDORS

- 24.1 AIBAYES
 - 24.1.1 BUSINESS OVERVIEW
 - 24.1.2 PRODUCT OFFERINGS
- 24.2 COMP-POINT SYSTEMS
 - 24.2.1 BUSINESS OVERVIEW
 - 24.2.2 PRODUCT OFFERINGS
- 24.3 GAUSIUM
 - 24.3.1 BUSINESS OVERVIEW
 - 24.3.2 PRODUCT OFFERINGS
- 24.4 GUANGZHOU AOBO INFORMATION TECHNOLOGY
 - 24.4.1 BUSINESS OVERVIEW
 - 24.4.2 PRODUCT OFFERINGS
- 24.5 LG ELECTRONICS
 - 24.5.1 BUSINESS OVERVIEW
 - 24.5.2 PRODUCT OFFERINGS
- 24.6 ORION STAR ROBOTICS
 - 24.6.1 BUSINESS OVERVIEW
 - 24.6.2 PRODUCT OFFERINGS
- 24.7 RICHTECH ROBOTICS
 - 24.7.1 BUSINESS OVERVIEW
 - 24.7.2 PRODUCT OFFERINGS

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24.8 SHENZHEN REEMAN INTELLIGENT EQUIPMENT

24.8.1 BUSINESS OVERVIEW

24.8.2 PRODUCT OFFERINGS

24.9 SEGWAY ROBOTICS

24.9.1 BUSINESS OVERVIEW

24.9.2 PRODUCT OFFERINGS

24.10 TELEPOWER COMMUNICATION

24.10.1 BUSINESS OVERVIEW

24.10.2 PRODUCT OFFERINGS

24.11 UBTECH ROBOTICS

24.11.1 BUSINESS OVERVIEW

24.11.2 PRODUCT OFFERINGS

25 REPORT SUMMARY

25.1 KEY TAKEAWAYS

25.2 STRATEGIC RECOMMENDATIONS

26 QUANTITATIVE SUMMARY

26.1 MARKET BY GEOGRAPHY

26.2 MARKET BY LOAD CAPACITY

26.3 MARKET BY END-USER

26.4 MARKET BY DISTRIBUTION CHANNEL

26.5 APAC

26.5.1 LOAD CAPACITY: MARKET SIZE & FORECAST

26.5.2 END-USER: MARKET SIZE & FORECAST

26.5.3 DISTRIBUTION CHANNEL: MARKET SIZE & FORECAST

26.6 EUROPE

26.6.1 LOAD CAPACITY: MARKET SIZE & FORECAST

26.6.2 END-USER: MARKET SIZE & FORECAST

26.6.3 DISTRIBUTION CHANNEL: MARKET SIZE & FORECAST

26.7 NORTH AMERICA

26.7.1 LOAD CAPACITY: MARKET SIZE & FORECAST

26.7.2 END-USER: MARKET SIZE & FORECAST

26.7.3 DISTRIBUTION CHANNEL: MARKET SIZE & FORECAST

26.8 MIDDLE EAST & AFRICA

26.8.1 LOAD CAPACITY: MARKET SIZE & FORECAST

26.8.2 END-USER: MARKET SIZE & FORECAST

26.8.3 DISTRIBUTION CHANNEL: MARKET SIZE & FORECAST

26.9 LATIN AMERICA

26.9.1 LOAD CAPACITY: MARKET SIZE & FORECAST

26.9.2 END-USER: MARKET SIZE & FORECAST

26.9.3 DISTRIBUTION CHANNEL: MARKET SIZE & FORECAST

27 APPENDIX

27.1 ABBREVIATIONS

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