Project Description: You’re the assistant manager of the Luxe Resort in Palm Springs. Because of COVID-19, your resort is required by law to limit all public areas to a maximum 25% capacity until the pandemic is over. This means that wait times could increase to fulfill this safety requirement. You know that most customers will understand this due to the reason for the change, but you also know that people’s patience is limited. Respond to the following questions about managing wait times. NOTE: When completing this project, consider only the front desk and the restaurant. 1. Senior management has decided to use virtual queues as much as possible to limit the number of people requesting in-person service at any one time. Describe how the system of virtual queues will work at your hotel. Explain how customers will: a) be notified of their place in line b) find out that their service (check – in/out or restaurant meal/beverage) is ready c) know what to do if they have a question or there is a problem Describe any technology that will be used, including phones, tablets, badges/wristbands, emails, etc. （about the FASTPASS system）. 2. For situations when virtual queuing is not possible, what types of safety precautions will you put in place to protect customers waiting in line and the staff helping them? Consider personal protective equipment or as well as any steps to keep people at a distance from each other. 3. What will you tell guests who are unhappy about the changes, despite the fact the hotel is required by law to implement them? 4. When the pandemic is over, do you think your hotel should continue any of the precautions or virtual queuing strategies to be implemented? If so, choose which ones you think should continue and explain why. Submit your responses to Project 6 in Moodle.