

17th March 2026

To : Whom it May Concern

Royal Plaza on Scotts – AI Report by Mukund Joshi

We engaged **Mukund Joshi** to conduct a comprehensive AI Audit of our operations at Royal Plaza Hotel, Singapore, and the experience was truly transformative.

The process involved structured meetings with our teams across Sales, Operations, and Marketing, during which sharp, probing questions helped surface inefficiencies that had long gone unaddressed.

From those conversations, three to five key problem areas were identified, and a carefully researched set of AI tools was recommended to address each one - complete with detailed analysis of functionalities and pricing.

What particularly impressed us was the rigour brought to the ROI assessment, which gave our leadership team the confidence to evaluate implementation decisions with clarity. The engagement concluded with a well-structured PowerPoint presentation delivered directly to me, summarising findings and recommendations in a compelling and actionable manner.

We found this AI Audit to be a highly professional and valuable exercise, and we would recommend **Mukund Joshi** to any organisation looking to meaningfully embrace AI-driven transformation.

Yours sincerely,



DHARMIK KUMAR
General Manager
Chief Experience Officer