

Ways to Improve the Quality of Training in the Hotel Industry

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Abstract: *The development of the tourism industry depends, first of all, on the effective establishment of cooperation in the field of tourism and the quality of training. At the heart of tourism is the human factor, and its development is linked to the development of education. Indeed, the study of tourism training should be based on sustainable development. This is a very important issue today. First of all, training in the field of tourism is the management of hotel staff, which is a constant step-by-step influence on the team in order to create the most favorable conditions for individual employees to take initiative, conscious, creative work to achieve hotel goals. Thus, people working in tourism enterprises can be the object of management in all three interpretations. Most importantly, they all work together in a single production or service system to achieve the end result.*

Keywords: services, hotel, management, quality services, types of services, staff training, foreign experience, motivation.

Introduction

Indeed, the purpose of the study of personnel in the field of tourism is to teach the specifics of the organization of staff activities in tourism enterprises and ways to solve problems that arise in this process, as well as to form in them a passion for leadership and organizational activities. In order to achieve the set goal, the following tasks must be solved:

- Personnel management in tourism enterprises in a market economy; -further increase the role of the human factor;
- Organization and management of professional development of personnel and personnel innovation; - implementation of labor ethics, staff safety and scientific organization of personnel management in tourism enterprises; to develop sufficient knowledge and skills of the staff, etc [1].

Human potential, leadership ability, goal setting and effective resource management are key factors in an organization's success. Participate in efforts to improve the quality of service, professional knowledge and skills of hotel professionals, their willingness to work diligently, the formation of corporate ethics and culture, responsibility for the performance of official duties, the quality of services provided is one of the most important aspects of the hotel business. To develop these qualities in hotel staff, it is recommended to carry out professional training through intensive programs, the main purpose of which is to improve the skills of employees and motivate them to the best performance at work [2].

First of all, people are its most important asset in tourism enterprises, which require large labor costs. As a result, their management plays the role of coordinating these powerful assets, making a significant contribution to the development of the management system and methodology of enterprises.

Materials and methods

Many tourism companies consider employees as an auxiliary component of the company and do not pay enough attention to their management. This is because in tourism enterprises, employees are an integral part of the enterprise, the end product, and for this enterprises receive a fee from customers. For example, in a hotel, a guest pays not only for accommodation, security, cleanliness, but also for the attention of hotel staff.

At the same time, great work has been done in the field of tourism in our country to train personnel in the field of tourism. Extensive work has been done in this area to improve the system of training, increase efficiency, train international personnel in the field of services, tourism and hotel business and management. The process of ensuring a direct link between the supply of educational services and the economy's need for these personnel in the training of economists, its scale and proportions will change as the national economy moves towards innovative development.

Results and discussion

Today, there are a number of requirements for professionals working in the field of tourism. In particular, the intellectual ability of the staff has the following positive qualities:

- intelligence;
- Ability to think abstractly;
- Attitude of the manager to his actions;
- level of thinking;
- Ability to negotiate

The way the staff speaks is characterized by the following features:

- ingenuity;
- multiple vocabulary;
- to express his / her opinion clearly;
- cultural culture.

Also, the ability of an employee working in the field of tourism to perform professional duties is determined by:

- the potential he has when he comes to the company;
- professional training in the enterprise;
- his physical and mental condition;
- Evaluation of the employee from the company.

The nature of human resource management should determine the effectiveness of the business and the success of its individual members. It is necessary to take into account the spiritual environment and the benefits of unsatisfied work. The prudent policy of the personnel management service has a positive impact on the behavior, skills and efficiency of the enterprise.

Although there are currently more than 100 professionals in the tourism industry, the demand for various specialists in this field is still not fully met.

The development of modern Internet technologies requires tourism professionals to be well versed in the field and to use new booking systems and innovative technologies in their work.

In the long-term perspective of tourism enterprises, there is a growing focus on increasing the efficiency of using employees as the main business strategy. Much has been written in recent years about human resource processes, the challenges they face, their rights, and their future [1].

The requirements for employers to hire will depend on the job description. In particular, employment centers focus on the following aspects of hiring:

1. Kasbi
2. Yoshi
3. Work experience (work experience)
4. Information
5. Malakasi
6. Gender
7. Additional specialties (professions)

Modern forms of employment include:

- offering vacancies in employment centers;
- advertising in the media;
- Recruitment of graduates of educational institutions;
- selection of applicants directly to the enterprise (organization);
- training its staff in additional specialties (professions);
- redistribution of service tasks among employees in the enterprise (organization).

A common source of employment is the population. There are both active and passive types of recruitment. Active methods are used in the labor market when the demand for labor, especially skilled labor, exceeds supply. In this case, the organization liaises with potential employees to encourage them to cooperate. Typically, this requires close collaboration with educational institutions, employment assistance centers, and employment services. The passive way of meeting staffing needs, in contrast, is explained by the large supply of labor in the labor market. In this case, vacancy announcements are made through the media. Measures will also be taken to fill vacancies at the expense of existing employees in the organization [3].

As a way to increase the competitiveness of tourism services, it is necessary to develop a project for the optimal selection of personnel in tourism enterprises. In this project, when hiring new employees, it is necessary to create a profile of the position, that is, a set of requirements, which should clearly indicate the required knowledge, skills, experience and competencies.

You will also find answers to the following questions in the selection process:

- Do the candidates have enough knowledge and skills?
- Are you motivated enough?
- How suitable are the candidates for the company?

Evaluation criteria should be used in the selection of staff. Here are some things to keep in mind:

- education and experience in the field of services;
- behavior;
- Purposefulness;
- intellectual ability;
- Speech style [1].

The competitive advantage of the services offered by the tourism enterprise can be achieved only by increasing the role of human resources, the competence of each member of the team, taking responsibility in non-standard situations. The "rotation" method of professional development, ie the transfer of employees to different positions in a horizontal direction, also works well.

The National Training Program is a key normative document in the development of the training system, and one of the measures to ensure the implementation of the program is the development and implementation of effective mechanisms for the integration of education with science and industry to improve the quality of education. also serves as an important factor. The training system has been radically reformed and is fulfilling a number of tasks as a basis for higher education management methodology.

Within the framework of this program, the experience of foreign countries in training personnel has been accumulated and measures have been developed for their effective use in our country. In the United Kingdom, the United States, Japan, and France, relationships with future employees have improved, based on approaches to staff training abroad. The style and principles of personnel management have also been developed.

Based on the experience of developed countries, the requirements for personnel in the field of tourism are formed. Today, these requirements can be both positive and negative. These requirements are divided into criteria and criteria based on such areas as the intellectual ability of the staff, the style of communication and the ability to perform professional tasks[1].

During the recession, full employment in the economy of the republic, the creation of new jobs due to additional capital expenditures, reduction of working hours and increased holidays, led to an increase in the shortage of skilled workers in the labor market. was. The introduction of organizational innovations related to the development of science and technology and the transition to a market economy, along with the improvement of working conditions, has placed new demands on the level of knowledge and mental and physiological capabilities of man.

This, in turn, has increased the shortage of highly qualified personnel and personnel who meet the psycho-physiological requirements of production. In some regions of the country, the administration has not been able to effectively eliminate or reduce social tensions due to the lack of effective tools in the field of governance.

Although the implementation of market relations in our country is carried out in a specific way, that is, through socially oriented protection, the economic legacy left to us in the early period of independence has created a certain amount of social tension. Social tensions stemmed from the need to improve the quality of life, especially the quality of work.

At the same time, the quality of life associated with work is reflected in the creation of decent working conditions and the ability of each employee to participate in the management of hotel operations. Using any methods did not ensure the implementation of the production plan, because the employees did not feel satisfied with the work, and the use of employees did not improve.

Administrative methods of directing people did not take into account the person, did not take into account his needs. A long-term concept for the future of personnel policy, which takes into account all these aspects, can be implemented through personnel planning. This method of employee management is able to reconcile and balance the interests of employers with employees.

Personnel planning is the task of providing people with the necessary time and the required number of jobs in accordance with their abilities, inclinations and production requirements. Jobs should allow workers to develop their skills in the most optimal way, increase productivity, create human-friendly working conditions and meet the requirements of employment in terms of productivity and justification.

Personnel planning is carried out both in the interests of the hotel and in the interests of its staff. It is important for a hotel to have the right staff at the right time, in the right place, in the right amount, and with the right qualifications, which will be necessary for them to solve production tasks and achieve their goals. Personnel planning should create the conditions for achieving higher productivity and job satisfaction. First of all, people are attracted to jobs that create conditions for the development of their abilities, guaranteed high and stable wages. Taking into account the interests of all employees in the hotel is one of the tasks of personnel planning. It is important to keep in mind that staffing is effective when it is integrated into the overall planning process at the hotel. Personnel planning should answer the following questions:

- How many qualified employees and when and where?
- How to attract the necessary employee without causing social harm and reduce redundancy?
- How can the employee be better used according to their abilities?
- What kind of personnel can be developed to support new highly skilled jobs and their knowledge can be supported in accordance with the needs of production?
- What are the planned staffing costs?
- Personnel planning is carried out through the implementation of a whole set of activities, integrated and interconnected in the operational plan of work with employees.

To develop an operational plan for working with the employee, it is necessary to collect the following information using specially designed questionnaires:

- Information on the permanent composition of the employee (name, patronymic, surname, place of residence, age, time of employment, etc.).
- information on the structure of the employee (qualification, sex, age, nationality; weight of the disabled, the weight of workers, employees, skilled workers, etc.);
- staff turnover;
- idleness, waste of time as a result of illness;
- information on the duration of the working day (full or part-time employees, those working in one shift, several shifts or night shifts; how long the vacation lasts;
- Salaries of workers and employees (its structure, additional wages, bonuses, tariff and non-tariff payments);
- Information on social services provided by state and legal hotels (expenses for voluntary social needs in accordance with the law, tariffs).

Questionnaires should be designed so that they serve not only production purposes but also personnel planning. Employee information can be edited.

Employee information consists of all the operational information, as well as a set of processing processes for personnel planning.

Employee information must meet the following requirements:

simplicity means that the information must contain as much information as is necessary in this particular case;

Demonstration - The information should be presented in such a way that the most important things are quickly identified, eliminating too much rhetoric. For this it is necessary to use tables, graphs, colorful decorated material;

homogeneity - it is necessary to observe that the information is not ambiguous, that the material is semantically, syntactically and logically identical in their interpretation;

comparability - the data should be presented in comparable units and relate to comparable objects both inside and outside the hotel;

Succession - information on personnel provided at different times in terms of time should have the same method of calculation and the same form of presentation;

relevance - information must be up-to-date, timely and timely.

Personnel planning is the initial stage of the personnel planning process and includes information on available and planned jobs, organizational and technical measures, staffing and vacancy plans. based on. In each case, it is recommended that the heads of the relevant departments be involved in determining the need for staff.

One of the challenges of working with staff in hotels is managing their work ethic when recruiting staff. In the process of interaction of the employee with the hotel, their interaction is formed, the basis of which is the gradual entry of the employee into the new professional and socio-economic conditions of work. There are two areas of training:

- initial training, ie the adaptation of young professionals with no professional experience (in this case, we are talking about graduates);

- secondary adaptation, ie the adaptation of employees with experience in the field of professional activity (usually these are those who change the object of activity or, for example, change their professional role when moving to a managerial position).

In the context of the labor market, the importance of secondary adaptation is growing. At the same time, it is necessary to carefully study the experience of foreign companies, which pay great attention to the initial training of young employees. This category of staff will need special care from the hotel management.

Employee redundancy or redundancy planning is important in personnel planning. As a result of the reduction of production or management, there is an oversupply of labor. Planning the dismissal of an employee will allow to transfer qualified personnel to the foreign labor market and eliminate the creation of social difficulties for these employees. Until recently, this activity in the field of personnel management has not developed in practice in hotels of our country.

The planning of the dismissed employee is based on the classification of the types of dismissal. The criterion for classification is the degree of voluntary departure of the employee from the hotel:

- employee initiative, ie voluntarily;

- initiated by the employer or the administration;

- in connection with retirement.

Due to the importance of the event, such as leaving the hotel, the main task of personnel management services when working with vacancies is to mitigate as much as possible the transition to this other production, social, personal situation. This is especially true of the next two types of vacancies.

Leaving the hotel as a result of retirement is distinguished by a number of features that differ from previous types of vacations. First, retirement can be pre-planned and well-timed. Secondly, this event is associated with significant changes in the personal sphere. Third, a significant change in a person's lifestyle is evident to those around him. Finally, in the assessment of retirement, it is typical to have a double-mindedness, which is inherent in man, and to go to a certain conflict with himself. The attitude of hotels towards older employees (as well as relevant government policies) is a measure of the level of management culture and the morale of the economic system.

Staffing planning is done through the development of a staffing plan. In determining the job, it is necessary to take into account not only the qualifications, but also the mental and physiological workload (workload) of the person and the capabilities of the plaintiff in this area. the employee does not suffer from occupational diseases, early disability, injuries at work. Decent working conditions must be provided. Employment planning should focus on the employment of young people, women, the elderly, and people with physical and mental disabilities. It is especially important to use these categories of employees according to their qualifications and capabilities. For this purpose, it is necessary to reserve appropriate jobs in the hotel [4].

The training of workers and servants involves four stages.

1. Professional training. Workers and employees have primary, secondary and higher professional training. In this case, a certificate of education (diploma, certificate) is issued. Duration of study is from 1 to 6 years.

2. Professional development. Professional courses are conducted in management schools, advanced training faculties and business institutes. Duration of study is from 1 day to 1 year.

3. Retraining. It is done in educational institutions. In this case, workers have a second profession, and employees have a second profession. Duration of study is 2 months to 2 years.

4. Additional postgraduate education. Postgraduate or doctoral studies are required to obtain a higher professional or academic qualification. Duration of study is 2-4 years.

Staff training is recorded in the following documents:

- training plans;
- curricula;
- annual training reports;
- economic contracts for staff training;
- personal affairs of employees;
- diploma (graduation) works;
- Internship reports [5].

Conclusion

Many countries, including ours, have hundreds of private enterprises. Each agency has its own database and procedure for picking specific applicants in response to a client's request. Payment for services is made upon successful applicant selection and ranges from 30% to 50% of the annual compensation. Private agencies can give a sufficient number of high-quality candidates to suit all of their needs, making the subsequent selection process simple.

Many businesses choose to make a reservation because it is less expensive to advertise their personnel this way. Furthermore, their enthusiasm will grow, and the spiritual climate will improve.

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