



«Smart-turizm: XORIJIY TAJRIBA VA UNI O'ZBEKISTONDA QO'LLASH ISTIQBOLLARI»

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- 08.00.03 Sanoat iqtisodiyoti
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- 08.00.10 Demografiya. Mehnat iqtisodiyoti
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- 08.00.12 Mintaqaviy iqtisodiyot
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To'plamga xorijiy va mahalliy olimlar, sohaning yetuk mutaxassislari va oliy o'quv yurtlarida turizm sohasidagi muammolar bo'yicha ilmiy izlanishlar olib borayotgan doktorantlar, tadqiqotchilar, vazirlik, qo'mita va turli mulkchilik shaklidagi korxona, tashkilotlarning yetakchi mutaxassislari, magistrlarning ilmiy izlanishlarining natijalari kiritilgan.

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THE ROLE OF THE CAPACITY OF SERVICE PERSONNEL IN THE ORGANIZATION OF THE QUALITY SERVICE PROCESS IN HOTEL ENTERPRISES

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Abstract: In this article, the impact of the capacity, knowledge and skills of hotel service employees on improving the quality of service in hotels and the experience of having a high level of service by improving the qualifications of employees in the enterprise are studied. In addition, solutions to existing problems in training and retraining of employees are offered.

Key words: hotel services, quality of service, personnel potential, customer satisfaction.

Annotatsiya: Ushbu maqolada mehmonxonalarda servis sifatini oshirishda mehmonxonada xizmat ko'rsatuvchi xodimlarning salohiyati, bilim va ko'nikmasining ta'siri va korxonada xodimlar malakasini oshirish orqali yuqori darajadagi servisga ega bo'lish tajribasi o'rganilgan. Bundan tashqari xodimlarni tayyorlash va qayta tayyorlashda mavjud muammolarga yechimlar taklif qilingan.

Kalit so'zlar: mehmonxona xizmatlari, servis sifati, kadrlar salohiyati, iste'molchilar mumnuniyati.

Аннотация: В данной статье изучено влияние потенциала, знаний и навыков работников гостиничной службы на повышение качества обслуживания в гостиницах и опыт наличия высокого уровня обслуживания за счет повышения квалификации работников на предприятии. Кроме того, предлагаются решения существующих проблем в обучении и переподготовке сотрудников.

Ключевые слова: гостиничные услуги, качество обслуживания, кадровый потенциал, удовлетворенность потребителей.

INTRODUCTION

The reason why the assessment of the quality of services is more complicated than the assessment of the quality of products is its internal nature (such as the inseparability of service and consumption, uneven distribution of demand in the process of service provision, non-preservedness and immateriality).¹

Similarly, quality measurement is understood from two different perspectives: firstly, objective, based on measurement characteristics, and secondly, from a subjective perspective, taking into the account customer satisfaction.²

Today, analyzing the state of the hotel industry we can see that researchers have studied the impact of service quality on customer satisfaction with the services provided.

Satisfaction with service quality creates positive feelings about the brand, which increases the likelihood of repurchasing the same brand. Dissatisfaction with the quality of service creates negative impressions about the brand and, in turn, reduces the probability of repurchasing this brand.³

1 Atilla Akbaba. (2006). Measuring service quality in the hotel industry: A study in a business hotel in Turkey. International Journal of Hospitality Management. Volume 25, Issue 2, June 2006, Pages 170-192

2 Núñez-Serrano, J. A., Turri ~ on, J., & Velazquez, F. J. (2014). Are stars a good indicator of hotel quality? Assymmetric information and regulatory heterogeneity in Spain. Tourism Management, 42, 77e87

3 Pizam, V. Shapoval, and T. Ellis, "Customer satisfaction and its measurement in hospitality enterprises: a A revisit and update," Int. J. Contemp. Hosp. Manag., vol. 28, no. 1, pp. 2–35, 2016, doi: 10.1108/IJCHM-04-2015-0167.



RESEARCH METHODOLOGY

Methods such as observation, systematic, comparative analysis and expert evaluation were used during the research work. In order to determine the potential of employees in hotel facilities and to determine the factors affecting the choice of customers, by organizing interviews, the demands and offers of both sides were analyzed, and ways to achieve efficiency through high-quality service in hotels were determined.

ANALYSIS AND RESULTS

At a time when service in hotel enterprises is rapidly developing, many factors influence the choice of customers in the creation of quality service in competitive conditions: the availability of comfortable conditions for the guest; employees; the location of the hotel enterprise; service quality; the year the hotel enterprise was founded; service price; by organizations on the basis of cooperation on the basis of agreements with various hotel enterprises; booking tickets to entertainment centers; Customer opinions about the hotel in advertisements, hotel websites, booking platforms are also a decisive factor in hotel selection.

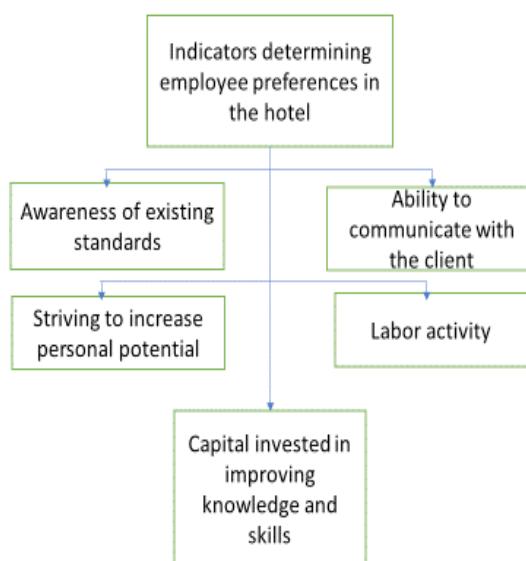
That's why the task of ensuring revenue and its growth starts with employees who are responsible for being customer-focused.⁴

Therefore, the fact that employees who provide quality services in hotel enterprises have sufficient knowledge and skills in this field automatically improves the quality of work, and the root of the problems lies in the potential of personnel.

Due to the fact that the training of personnel in the hotel sector is one of the important tasks, and finding a solution to the problems in the process is one of the urgent problems, world scientists have been conducting many researches on this topic.

The current global problems in the hotel industry are caused by two groups of factors: global – which cannot be solved in the case of a single hotel, and local, widespread, but which oppose the systematic policy of hotel management.⁵

In order to be a competitive staff in a hotel enterprise, employees should be aware of the existing standards in the service, develop the ability to communicate with the client, be hardworking, pay attention to increasing personal potential, and of course invest in improving knowledge and skills (Fig. 1).



1-figure: Indicators determining employee preferences in the hotel⁶

4 Котлер Ф., Буэн Дж., Мейкенз Дж. Маркетинг Гостеприимство Туризм: учебник. –М.: «Юнити-Дана», 2002. Стр-52

5 П.П. Чувакин, С.А. Горбатов “Управление персоналом гостиничных предприятий”: учебник для среднего профессионального образования / Москва : Издательство Юрайт, 2020. 185-198-193-стр.

6 Author's development based on the results of the analysis



The gap between theory and practice in the training of employees in the hotel industry Christou E. proved in his research that Greek Tourism graduates have problems in applying their knowledge in practice, 20 years later, Staton-Reynolds "Hospitality" A study titled "A Comparison of Skills Considered Critical to Success as an Entry-Level Manager in the Hospitality Industry" examined whether there is still a gap between practice and theory, and when practice calls for an emphasis on emotional intelligence, education in the hospitality industry and found out that in educational institutions, the attention of personnel is being focused on technical skills. Scientists such as Tsai, F. C., Goh, B. K., Huffman, L., & Wu, C. K. have proven in their research that there are some shortcomings in the training program of hotel employees, and the importance of forming customer communication skills in employees for practice.

The next problems that arise in the process of organizing services in the hotel sector include:

- seasonality,
- lack of personnel,
- low position of employees of departments such as housekeeping and laundry in the labor market,
- sensitive issues that arise in working with customers.

If we study the factors that cause the lack of personnel, due to seasonality, the hotel enterprise needs additional labor in addition to its permanent employees during the season.

CONCLUSION

In addition, along with the problems listed above, there are some things that need to be done in the training of personnel and improving their qualifications. In the training of personnel in the hotel sector, it would be appropriate not only to focus on general subjects, but also to include courses that develop the ability to communicate with customers into the curriculum.

In a time when technology is advancing day by day, it is the demand of the time for employees to constantly improve their skills. Therefore, hotel enterprises should organize seminars and trainings of various types to improve the qualifications of their personnel, and if necessary, invest in the training of their employees.

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MUNDARIJA

1-ШУЬБА

ЎЗБЕКИСТОНДА SMART-ТУРИЗМНИ ЗАМОНАВИЙ ПРИНЦИПЛАРИ АСОСИДА РИВОЖЛАНТИРИШ ВА БУНДА ХОРИЖ ТАЖРИБАСИДАН ФОЙДАЛАНИШ

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