Theme of final qualification work: Improving the activities of the reception and hotel accommodation services (on the example of the MASK hotel in Pyatigorsk)

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Relevance of the research topic. The reception service is the first unit that guests get to know when booking rooms and arriving at the hotel. The impressions received from this acquaintance largely form the guest reviews about the quality of service in general. It is this service that can be called the face of the hotel, and occupancy, and, consequently, the economic efficiency of the hotel, largely depends on it.

The purpose of the study is to develop measures to improve the activities of the reception and accommodation service at the MASK hotel in Pyatigorsk.

To achieve the goal, it is necessary to solve the following tasks:

— determine the goals, functions and composition of the personnel of the reception and accommodation services of a modern hotel;
— to study the organization of the workplace and the standard equipment of the reception service;
— consider technological aspects in the activities of the reception and accommodation services;
— give a description of the hotel "MASK";
— to study the activities of the reception service of the hotel "MASK";
— identify ways to improve the activities of the reception and accommodation staff of the MASK hotel.

Theoretical and practical significance. The materials presented in the work can be used both within the framework of theoretical training courses of secondary and higher educational institutions, and in the practice of work, primarily, of hotel enterprises.

Results of the research: the goals, functions and composition of the personnel of the reception and accommodation service of a modern hotel are determined; studied the organization of the workplace and standard equipment service reception and accommodation; technological aspects in the activities of the reception and accommodation services are considered; the characteristic of the MASK hotel is given; studied the activities of the reception service of the hotel "MASK"; Ways to improve the activities of the reception and accommodation service employees of the MASK Hotel were identified.

Recommendations: The proposed training program “Stress Resistance Resources”, which contains exercises aimed at increasing the level of stress resistance and emotional stability, can be implemented in the activities of the reception and accommodation services, and can also become a significant element in improving the activities of reception and accommodation employees of the MASK hotel ".