Subject prom night qualification system works: Razrabotka directions improvements personnel policy enterprises hotel room industries  

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Relevance of the topic work is determined by the following circumstances. Industry hotel services business takes up one of the most important jobs in the economy Of Russia. Currently time is needed display the hotel address business on the map a new level. Among a number of measures how to improve it hotel services service in the country should be considered how to build it new hotels with upgrades both old and new improvements quality of service in them.  

However most of them companies in industries hospitality they don't pay attention due attention management by the staff, counting personnel auxiliary a component. This is a an error, since people in the industry hotel business are at least as part of enterprise and more part of the final the product which organization gets the money from the client.  

Therefore, improvement personnel policy at the enterprise hotel services the complex accepts of particular relevance. To do this, employees specified objects must be be good prepared and have the appropriate documentation professional training preparation, personal and business needs quality. This achieved not just by road internships employees and conducting advanced training courses qualifications, but first of all, depends on correct one applications management methods by the staff. All of the above makes a theme our research current and timely.  

Purpose of work: Explore modern personnel policy in the work of the collective placement options, make an analysis personnel policy sanatoria Mashuk Aqua-Term and offer the formation method professional level working group in the sanatorium–resort the company.  

Tasks:  
1. Explore the concept of personnel policy policies and procedures role of the hotel operator staff in the security quality assurance hotel services the product.  
2. Consider regulatory requirements requirements to the hotel room to the staff.  
3. Define corporate events standards hotel services services and analyze it personnel policy world hotel operators brands.  
4. Give General characteristics and make an analysis production line activities sanatoria "Mashuk Aqua-Term".  
5. Do it analysis of personnel statistics environment and personnel policy sanatorium policies "Mashuk Aqua-Term".  
6. Develop draft program improvements personnel policy in the sanatorium "Mashuk Aqua-Term".  

Theoretical and practical significance the work consists of the fact that the proposed and justified methodological guidelines approaches to formation professional level the team line employees and development internal control systems marketing can be applied in management by staff sanatoria Mashuk Aqua-
Term, and may represent practical and theoretical interest for managers and managers businesses.

**Research result.** Real ones recommendations have been prepared in the quality of practical material, incentive plan implementation work concepts increases quality of service through implementation programs improvements personnel policy businesses and promotions efficiency staff development.

**Recommendations.** Within the scope of this agreement research developed by us set of offers, which, in our view Vzglyad, will help improve human resources management policy and increase it efficiency, and also reduce turnover rate frames.

1. One of the key events in this direction we believe necessity activate it work on introduction frames. Here it is important to have permanent ones contacts with universities and colleges, issuing companies specialists like this my profile. HR Department the service needs to participate in progress professional level training of students, track their quality preparation during production operations practitioner and state-owned company certifications graduates.

2. Important element personnel policy is the application social incentives employees businesses, which will allow zoom in interest employees in high quality execution its officers responsibilities and reduce turnover frames.

3. Significant factor improvements personnel policy is the creation of professional development conditions personnel development using various tools forms of training and promotions qualifications.

4. Effective development method personnel management is his system information certification, which will allow provide required qualification level employees, optimize it usage working hours.