

SUMMARY

Subject matter: The Management System Improvement at the Public Catering Establishment (by the example of the Limited Liability Company «Kilikiya»).

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Information about customer organization: «Kilikiya» ltd.

Topicality of the research: Public catering can be called the most attractive industry for entrepreneurial activity because of the fast ratio of capital turnover, comparatively high efficiency and the specific character of the demand which it satisfies and that causes the growth of competition among public catering establishments. To develop successfully the establishments must be familiar with the most modern methods and techniques of activity arrangement favouring the public image promotion.

Objectives of the research: are the all-round analysis of the management system at a modern public catering establishment as well as the elaboration of recommendations on its improvement.

The tasks of the research:

- to study the public catering establishment as an object of management;
- to reveal and analyse the grades of management system at the public catering establishment;
- to study the culture of consumer service at the public catering establishment as the most important constituent of its competitiveness;
- to give a concept description of the limited liability company «Kilikiya» ltd.;
- to carry out the analysis of the management system at the restaurant «Kilikiya»;

- to work out recommendations on the improvement of the management system at the restaurant «Kilikiya».

The theoretical significance of the research consists of the enlargement of the scientific notions about the management system at public catering establishments, its specific character, methods and techniques. **The practical significance** lies in the use of the offered recommendations on the management system improvement at public catering establishments in the work practices of the limited liability company «Kilikiya» and at other public catering establishments both in the Caucasian Mineral Waters region and in Russia at large.

The results of the research: Modern public catering establishments have turned into independent business entities at present. The dynamic conditions of the market environment, competition and the breakdown of the established business ties have complicated the management of public catering establishments. In recent years significant changes in the organization and work system of public catering establishments have happened: public catering establishment work performance has leveled off, the range of products and services has enlarged, customer service organization has improved.

Recommendations:

- to transform the management of the restaurant into the efficient policy of self-recouping and self-financing by making its personnel's income level dependent directly on their work results;

- to exercise the control over assigned tasks by timely detection of divergences from the set programme and by taking measures promptly to eliminate or prevent these divergences;

- to work out and implement catering as an additional kind of service at the restaurant.