

Abstract
Graduation Level of Proficiency Paper
Bachelors's degree

Title: Conflict as a motivating factor for improving the quality of hotel service (on the example of the hotel "Hilton Garden Inn Moscow New Riga")

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Topical Importance: Practical activity of people of any profession is connected with interaction issues; however, there can be difficult to avoid tense situations. Using the example of the Hilton Garden Inn Moscow New Riga hotel, the issue of conflict is considered as a motivating factor for improving the quality of hotel services.

Goal: To analyze conflict situations at the Hilton Garden Inn Moscow New Riga hotel and develop practical recommendations for identifying, preventing and managing them.

Tasks:

1. To consider the conflict concept content and its role in the management of a hotel enterprise.
2. To classify conflicts, to identify the causes of their occurrence and consequences.
3. To consider the technology and ways of resolving conflicts in a hotel.
4. To characterize the production and business activities of the Hilton Garden Inn Moscow New Riga.
5. To analyze the nature of conflict situations between employees and guests at the Hilton Garden Inn Moscow New Riga hotel and how to resolve them.
6. To describe conflicts and ways to resolve them during an internship at the Hilton Garden Inn Moscow New Riga hotel.
7. To develop a comprehensive plan for reducing conflict situations.

Theoretical value: is due to the possibility of using research materials by the personnel department manager of the Hilton Garden Inn Moscow New Riga hotel and by managers of other hotels.

Practical applicability: The worked out recommendations can be used in the training of personnel in order to develop the ability to use them in practice

.Results: The objective outlined in the work is to analyze conflict situations at the Hilton Garden Inn Moscow New Riga hotel and to develop practical recommendations for identifying, preventing and managing them, as well as the tasks set to solve it, we have accomplished.

Implementation advice: The developed recommendations and the Code of Ethics of an employee of the Hilton Garden Inn Moscow New Riga hotel can serve as a guide for employees throughout their work at the hotel. Trainings and games can be used by the manager at work when training personnel and service workers can learn how to apply their skills in practice in their jobs.