

## SUMMARY

**Subject matters of the dissertation** is processes and quality of service in public catering of restaurant type «Tavern Piter».

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**Topicality of the research.** In the new millennium tourism strongly affirmed in many countries as a primary branch of economy and most quickly developing economic sector guaranteeing inflow of foreign currency and creation of workplaces. The international tourism provides the highest receipt in the world from export and being for the majority of the countries an important factor of providing the balance of payments.

Public catering plays an important role in the life of human society. Visiting of restaurant carries out an important social function. People need not only saturation, but also in communication with each other. Restaurants are one of the few places in the world where all our sense organs work, generating the general feeling of pleasure. Flavoring, visual, acoustical and olfactory feelings unite to estimate food, service and the atmosphere of restaurant. In the last decade there is a significant increase in number of restaurants not only in the large cities of Russia, but also in regions. Development of the market relations in our country eliminated the state monopoly existing many years for the public catering sphere. Change of a property and owners led to gradual revival of real restaurant business in our

country, scooping the sources in rich cultural and historical heritage of restaurant business in pre-revolutionary Russia and foreign experience.

**Objective** is analysis of a modern level of quality of providing restaurant services and definition the ways of its increasing in the restaurant «Tavern Piter».

**Tasks** of the dissertation are:

- to study theoretical aspects of activity of restaurant, catering establishment;
- to consider concept and classification of restaurant services;
- to study quality of restaurant services and standards of their granting;
- to analyze activity of «Tavern Piter» and to characterize quality of services;
- to define the main directions of improvement the quality of services of «Tavern Piter»;
- to define a role of intercultural communication in restaurant service.

**Theoretical significance** consists of studying and the theoretical analysis of a problem on the basis of numerous primary sources, articles, a periodic material; the system, structurally functional and comparative analysis, use of a principle of an ascension from abstract to concrete, in some cases a descriptive method. For performance of objectives, the complex method of research including a method of the analysis and synthesis, an analogy method, an induction and deduction method, a historical method, a comparison method, an ascension method from abstract to concrete, and also a formalization method was applied.

**Results of the research.** We came to a conclusion that the restaurant activity takes very high place in the world. The reasons of the raised demand of services of public catering are connected with many factors: significant increase in number of working women, growth of number of tourists, considerable growth of tourism, and increase in the income of the population.

Also it is revealed that the restaurant market has dual character as a supply and demand subject in the market the goods (restaurant production), and with another — service (hospitality and service). Besides, it should be noted the main objective of the enterprises of a food which production preparation, realization of dishes and drinks and the organization of rest and entertainments.

Thus, it is possible to argue that the restaurant — is special type of the enterprise in which the organization of production of the wide range of culinary products of difficult preparation are combined with the organization of a high degree of service of visitors in trading floors of restaurant.

**Recommendations.** In the result of our research we've offered the following recommendations for «Tavern Piter»:

- to trace carefully the production stocks;
- to stimulate the personnel;
- continuous search of a new sales market;
- to apply situational management;
- to define what applicable for this enterprise represents the concept "quality";
- to correlate own assessment with an assessment of the consumer;
- to organize documentary control on the basis of constant feedback on innovations and offers.