

SUMMARY

Subject matter of the dissertation: Improving the process of house training and advanced training on the example of Plaza SPA Hotel.

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Customer organization: Plaza SPA Hotel is a limited liability company. It came into operation in the city of Kislovodsk, as an investment project of the company «Africa IsraelHotels», network operator HolidayInn hotels in Israel. Service quality has been certified 4*.

Topicality of the research: due to the fact that the present stage of socio-economic development at the same time demonstrates the speed, originality scale changes; the onslaught of high technology and capital. There is no doubt that the competitiveness of enterprises today depends solely on quality, productivity and flexibility of human resources who are able to solve all complex tasks in-house. In addressing this issue, a significant role played by the staff training process. Education and training of staff are important to improve the efficiency of the enterprise. Lack of knowledge and skills can bring to the poor quality of work results, as well as the increase in consumption of resources, low productivity, decrease the competitiveness of enterprises, decrease in motivation and awareness of stressful situations in the team. In today's business, carrying out training skills development and lifelong learning, reaching a significant level of competitiveness and prosperous success.

Objective: a study of theoretical positions and development of practical recommendations to improve the system in-house training and advanced training of personnel of the sanatorium in a highly competitive environment.

Tasks:

- reveal the essence of the process and the role of in-house training and skills development;
- examine the views, aims and methods of in-house training and skills development;
- analyze the market activity of Plaza SPA Hotel";
- to find out the specific features of the process in-house training and further training in the Plaza SPA Hotel;
- develop the main directions to improve the process in-house training and skills development;
- consider the implementation of measures to improve the process of training and retraining of personnel in the company Plaza SPA Hotel.

Theoretical and practical significance of the research: The theoretical significance of the study lies in the fact that within its framework substantiated and elaborated theoretical and methodological aspects related to the training and development of staff in relation to the organization of sanatorium-resort industry. The practical significance of the study is determined by the fact that the project

carried out within the framework of final qualifying work and proposed activities within it can help to improve the process in-house training and skills development in the activity of Plaza SPA Hotel in a highly competitive environment, enhance the efficiency of the personnel department. In the future, this research will form the basis of the creation of Plaza SPA Hotel advanced learning systems company.

Results of the research: This study is a kind of analysis and development of a set of measures aimed at improving the process of house training and advanced training, by introducing clear learning process.

The main result of this study include:

- expanding the range of educational services;
- the introduction of individual "learning plan" for each employee of the sanatorium;
- training of specialists sanatorium branch and the establishment of special programs to ensure the development of the latest achievements of the management;
- the introduction of a clear process in-house training and skills development;
- the introduction of in-house training program "delegation of Knowledge";
- training of the program has a positive effect on self-esteem employee, as a consequence - reducing stress, improving the ability to achieve the goals and objectives.

Thus, improving the process of house training skills development, through the implementation of new programs, "the delegation of knowledge", "learning plan", and the use of programs provided CNTI "Progress" are primary factors in the formation of a clear process of training employees of Plaza SPA Hotel.

Recommendations: For this project it is necessary:

- use the target complex programs, tools and activities which are formed on the basis of predictive information about the training needs of Plaza SPA Hotel;
- Use CNTI "Progress" program;
- implementation of the programs of "training plan" and "delegation of knowledge."

Implementation of these programs will allow for the comprehensive development process in-house training and skills development to meet the requirements to the level of skills of workers in modern conditions that will allow the sanatorium to reach a higher level of professional training. Politics career sanatorium - those opportunities to realize their full potential, which it provides to its employees. Through a process developed by education staff of the Plaza SPA Hotel implements its strategic plans.