SUMMARY

**Theme of final qualifying work:** improving the efficiency of the staff of the tourist enterprise on the basis of its cost-benefit evaluation (on the example of "Nautilus" Pyatigorsk)

**Author:** Kaunova Angelina Arturovna.

**Scientific supervisor:** candidate econom. sciences, professor of the Department of tourism and hospitality service Alekseeva M. A.

Information about customer organization: hotel "Nautilus" Pyatigorsk.

The relevance of the research topic. Topicality of the research of ways of increase of efficiency of the hotel staff on the basis of cost-benefit evaluation of employees due to the need of finding the best management decisions, improving management in the hospitality industry. It is important to understand the leaders of modern hotels need to constantly improve the quality of service, focusing on the changing market trends.

**Objective:** analysis of the theory and practice of improving the efficiency of the hotel staff through the use of modern methods of functional cost staff estimates.

**Objectives:**
- identify areas in the structure of the hospitality industry;
- analysis of contemporary forms of incentives at the enterprise;
- description of the activities of the "Nautilus" Pyatigorsk;
- creation of the table of criteria for evaluating personnel of "Nautilus" by value method;
- development of recommendations on organization of personnel assessment of "Nautilus";
- analysis of opportunities to improve the efficiency of the staff of the tourist enterprise on the basis of its functional and cost estimates.

**Theoretical significance.** WRC reveals the theoretical positions of the investigated issues contained in the works of Russian and foreign authors. The General aspects of the economy hotel enterprise, as effective use of the workforce in the hospitality industry is part of the resource provision tasks, determines the financial performance of tourism enterprises. The hotel staff actually has an economic component in the production of accommodation services, so issues of selection, evaluation, utilization of personnel in its theoretical aspect also dedicated to one of the paragraphs of the first Chapter. The analysis of possibilities of improvement of work with personnel of the hotel, requested consideration of contemporary forms of incentives in the enterprise.
Experience analyzing issues of increasing the efficiency of the staff in the hotel "Nautilus" Pyatigorsk. This allowed to identify the features and benefits cost-benefit evaluation of staff and opportunities to improve the efficiency of the staff of the tourist enterprise on the basis of this method.

**The practical significance** of the work. Experience analyzing issues of increasing the efficiency of the staff in the hotel "Nautilus" Pyatigorsk. This allowed to identify the features and benefits cost-benefit evaluation of staff and opportunities to improve the efficiency of the staff of the tourist enterprise on the basis of this method.

**The results** of the study. To create a system of functional valuation staff (FSAP) to hotel "Nautilus" with respect all carried out by staff functions according to their importance or complexity. This can make the head of the company, his Deputy, experts or staff representatives. As criteria for evaluating choose the following: professionalism; responsibility and experience; desire to work in hotel "Nautilus"; individual personality characteristics.

For each evaluation criterion employee compiled a list of signs that determine employee satisfaction this criterion. In addition, signs are encouraged to disclose by means of different levels from 1 to 5, assigning each level a certain score (assessment).

**Recommendations.** The paper presents a number of recommendations to the leadership of the "Nautilus":

1. Use developed in predstavlennoi WRC table FSAP to calculate the rating of the staff.

2. The assessment staff at the hotel Nautilus in Pyatigorsk it is possible to offer a clear solution sequence of questions:
   - why is being implemented method;
   - what is important for evaluation;
   - who carries out certification of personnel;
   - who to rate;
   - evaluation criteria;
   - signs of each criterion;
   - professional standards;
   - the research method, instruments, costs;
   - preparation;
   - conducting PSOP;