SUMMARY

Subject matter of qualification paper: THE USE OF MODERN TECHNOLOGIES OF MAINTENANCE OF ROOM STOK IN ACCOMMODATION FACILITIES OF HIGHER CATEGORIES (for example, HOTEL ARARAT PARK HYATT MOSCOW)

Author: Salieva Elizaveta Sergeevna

Scientific supervisor: Candidate of Economic Science, Assistant Professor of the Department of Tourism and Hotel Service A.V. Efimov.

Information about internship organization: hotel ARART PARK HYATT MOSCOW in Moscow

Topicality of the research is that the role of services grows continuously, as the needs of the population are constantly growing and expanding. Improving the efficiency of housekeeping service is directly related to innovation. Of course, one of the main indicators of development of this sphere is the competitiveness of the services which are directly related to the level of innovation at each company, providing services of accommodation. For survival in the competition and achieving success in the market, it is necessary to improve the work of all services of the hotel to introduce the latest technology in the service organization license plate Fund. Leaders of the hospitality industry are constantly working on these challenges. Required to be constantly ahead of others to come up with new ideas and strategies, look for new methods to improve service.

Objective of the research: is to develop recommendations for improving service technologies license plate Fund vysokomanevrennyh in the accommodation facilities based on the study of the best international and domestic experience.

To achieve this goal requires the following tasks:

- to consider the theoretical basis for the use of technology and service license plate Fund;
- explore the stages of service number of rooms accommodation means;
- to allocate the subjects and handling license plate Fund;
• to analyze foreign experience of organization of maintenance of room stock in the luxury accommodation (Four seasons, Marriott, Hilton);
• explore the rooms of the hotel Ararat Park Hyatt Moscow;
• perform technology used in the service room Fund of the hotel Ararat Park Hyatt Moscow;
• to identify the possibility of improving the technology and service room Fund of the hotel Ararat Park Hyatt Moscow.

The theoretical significance of the study lies in the use of research results in the development of such disciplines as "Quality service license Fund Management license Fund" that will improve the quality of service of room Fund of hotel enterprises.

Empirical significance lies in the fact that the results of final qualifying work can be used to improve the quality of service of room Fund in various accommodation facilities, including the hotel Ararat Park Hyatt Moscow.

Results of the research:

Service license plate Fund is a complicated process. With appropriate training of professionals at all levels, with coordinated and well-organized work you can be sure that a trained and properly motivated staff not just cleans, but also controls the situation and can solve any problem. The room service should be the primary consideration, as it affects the income of the company. Providing high quality service is a hallmark of five-star hotels, due to the fact that they honed their skills in the service rooms, they are a role model for other hotels that aspire to high status and take its place in the market of hospitality.

Recommendations:

As a result of practical research was suggested following recommendations to improve the service room Fund of the hotel ARARAT PARK HYATT MOSCOW:

• Increased motivation for staff of the economic Department (particularly maids);
• Organization of trainings aimed at team building within the division;
• Welcome-training for newcomers staff in the Department;
• The creation of a new position of training Manager for training and advanced training of maids;
• Manual for housekeeping, which would simplify the process of training new staff. By following these recommendations newly arrived staff members will be able to quickly adapt and memorize the technology of maintenance of the inventory.

We believe that we proposed in this study, recommendations will significantly improve the efficiency of maintenance of room stock Goodies ARARAT PARK HYATT MOSCOW. Technology can be used as a standard of personnel work, compliance with which will provide a superior level of service and meet the needs of guests.