SUMMARY

Subject matter of qualification paper: MODERN TRENDS AND REGULARITIES OF THE FUNCTIONING OF MOTIVATION SYSTEMS AND THE STIMULATION OF HOTEL STAFF (based on the example of the Hilton Garden Inn Moscow New Riga Hotel)

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Information about internship organization: «Hilton» of the hotel «Hilton Garden Inn Moscow New Riga», Moscow

Topicality of the research The issues of motivating and motivating staff for many years remain one of the most important problems in the human resources management line. Each manager seeks to make the staff work more productively. Readiness and willingness of the staff to do their job is one of the key factors for the success of the hotel company. Practice shows that mechanical coercion to work can not produce a high positive result.

Motivation is finding ways to encourage people to work purposefully and effectively. In the first place - it's wages, bonuses and other monetary incentives. Indeed, money is one of the most important motivations for a person to work. But the concept of motivation is much broader than simply paying wages.

Stimulation is the process of influencing a person by means of a significant external object (object, conditions, situation, etc.) that encourages a person to take certain actions (such as staying in comfortable conditions, etc.).

The way to effective staff management lies through understanding his motivation. It is possible to develop an effective system of forms and methods of personnel management, only knowing what motivates him, what motivates him to work, what motivations lie behind his actions. For this it is necessary to know how these or those motives arise, how and in what way these motives can be put into action, how the motivation of people is carried out.
Objective of the research development of the product in the form of a set of measures to improve the system of motivation and stimulation of hotel staff at the Hilton Garden Inn Moscow New Riga, on the basis of studying various theoretical approaches, advanced foreign and domestic experience.

To solve the above-mentioned purpose, the following tasks were set:
- to define the concepts of motivation and incentives in the hotel industry;
- to study modern systems and methods of motivation and stimulation of hotel personnel;
- To analyze the foreign experience of organizing the motivation and stimulation of hotel staff;
- to investigate the staff of the Hilton Garden Inn Moscow New Riga;
- to analyze the existing systems of motivation and incentives for the staff of the Hilton Garden Inn Moscow New Riga hotel;
- to develop a product aimed at motivating staff to improve the work of the hotel.

Theoretical significance of the research is to study foreign experience in the field of motivation and stimulation of hotel personnel, summarize the existing views on the motivation and incentives of staff in the hospitality industry, systematize various approaches, and use modern trends in motivation and incentive systems for hotel staff in Russian and foreign hotels.

Practical significance of the final qualification work is that the main results of the research can be used as provisions for improving the system of motivation and incentives for the staff of the Hilton Garden Inn Moscow New Riga hotel and other Russian hotel service enterprises.

Results of the research:
In general, motivation is a concept used to explain a sequence of behavioral actions aimed at a specific goal, which can vary depending on various circumstances and situations. The concept of "motivation" includes moments of activation, management and implementation of purposeful human behavior. As for the stimulation of personnel, this is primarily an external motivation, an element of
the labor situation that affects the behavior of a person in the world of work, the material shell of staff motivation. At the same time, it also carries an intangible load that allows the employee to realize himself as a person and an employee at the same time.

Summing up the final qualifying work, we can conclude that it is very important to pay special attention to motivation and stimulation of the staff, as any manager strives to do everything possible to ensure effective use of the labor potential of his employees to achieve the goals of the hotel, focusing directly on their system Needs. An analysis of the existing system of motivation and incentives for the staff of the Hilton Garden Inn Moscow New Riga Hotel has made it possible to identify the existing methods and forms of motivation for the staff, and to offer a plan of program activities in order to further improve the work of the hotel.

**Recommendations:**

As a result of the practical research, the following recommendations were proposed for improving the motivation and incentive system for the staff of the Hilton Garden Inn Moscow New Riga hotel:

- First, we suggest involving the main hotel staff in the process of developing and making managerial decisions, this will allow employees to feel their importance in this enterprise;

- Then we propose to implement a monitoring system for the social and psychological climate in the team, which will be directed to manage the further career of the employee;

- Finally, the Teambuilding program, which will allow staff not only to have fun in the open air, but also to rally the hotel staff and improve the quality of each employee's work.

In general, we can say that the introduction of the proposed program of measures to motivate and stimulate the staff, combined with the improvement of existing methods of motivation and stimulation, will increase the interest of
employees in the results of their work and the competitiveness of staff, and, consequently, gradually, and the hotel as a whole.