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Information about internship organization: publicly-traded company «Hilton» hotel «Hilton Garden Inn Moscow New Riga», Moscow

Topicality of the research is determined by the fact that catering is a dynamic and attractive industry for entrepreneurial activity, due to the relatively high profitability, capital turnover and specific needs. In order to be successful in this field of activity, the owners of the enterprise must possess the most modern methods and methods of organizing the activity, which contribute to the improvement of the quality of services and services. Currently, the introduction of progressive forms and technologies of service is a very important criterion in the success of public catering enterprises, as new forms and technologies will give the restaurant a competitive edge and attract more visitors.

One of the main reasons for the introduction of progressive forms and technologies of service is the acceleration of the work of the staff, as well as the improvement of the quality of work.

It is obvious that at the moment the introduction of new technologies is very relevant in the restaurant business. This can help strengthen the position of the restaurant, therefore, help the public catering company compete with other restaurants, can effectively attract consumers and gain their loyalty.

Objective of the research Is the development and provision of new and modern service technologies for the restaurant "Garden Grill" in the "Hilton
Garden Inn Moscow New Riga” in order to improve the quality and level of service at the catering enterprise.

To fulfill the objective of the final qualification paper, the following tasks set:

- to reveal the essence of technologies for providing public catering services, to highlight their features in the hotel industry;
- to describe the modern forms of service in the segment of public catering, used in hotel complexes;
- to study the foreign experience of applying technologies and forms of serving guests in public catering at the hotel;
- to conduct research on technologies and forms of service used in the Garden Grill restaurant;
- to develop a project for servicing the congress in the restaurant "Garden Grill";
- present the product in the form of a list of advanced technologies and forms of service, in relation to the proposed activities.

**Theoretical significance of the research** is determined by the possibility of systematizing scientific knowledge in the sphere of formation of a concept for the development of a food enterprise, in implementing an integrated approach to developing recommendations for the implementation of the proposed development concept.

**Practical significance** is the importance lies in the development of activities aimed at increasing the efficiency of the staff of the F&B department of the «Garden Grill» restaurant at the «Hilton Garden Moscow New Riga» hotel using various technologies and methods of serving guests.

**Results of the research:**

In the course of the study, an action plan and a number of service technologies were developed, which should be trained by the staff. This project is aimed at improving the level of service and to a positive response of guests. This
project is aimed at employees of the Garden Grill restaurant, the public and consumers.

The purpose of creating this project is to obtain new forms and technologies of service by the restaurant. And also in ensuring a positive attitude towards the catering company.

Today, providing services at a higher level than in other restaurants, is one of the most important factors in attracting consumers, and, therefore, is a condition for its prosperity.

Thus, the formation of new technologies and forms in the restaurant is a complex and multifaceted process, requiring special attention and great efforts. Any organization must constantly take care of the formation of a benevolent attitude towards oneself.

**Recommendations:**

Based on the comparison of the existing elements, the standards of customer service in the Garden Grill restaurant of the Hilton Garden Inn Moscow New Riga hotel, and according to a survey conducted by the author, the following was proposed:

- it would be necessary to more clearly define the segment of the target audience for which the proposed activity is calculated, and also indicate the staffing capabilities of the Garden Grill restaurant for its implementation in practice.

The results of the study could be presented in a visual form and used as promotional materials for the congress events held by the Garden Grill restaurant.

We believe that the recommendations offered by us in this research will allow to increase the efficiency of activity of Hilton Garden Inn Moscow New Riga hotel considerably. Technologies can be used as the standard of work of personnel which observance will allow to provide the high quality level of service and to maintain loyalty of guests, trying to obtain the fast and effective solution of all questions and problems.