Summary

for the graduate diploma

on the topic:

IMPROVING OF THE WORK OF RECEPTION SERVICE AND ACCOMMODATION (the example SHCI «Sanatorium of N. A. Semashko»)

Author: SHIDOVA MARINA ZHABRAILOVNA

Supervisor:
Candidate of pedagogical sciences, associate professor of tourism
V. A. Bagdasaryan

Year 2014
**Subject matter of the dissertation:** Improving of the work of reception service and accommodation (the example SHCI «Sanatorium of N. A. Semashko»)

**Author of the master’s dissertation:** Marina Shidova Zhabrailovna.

**Scientific supervisor of the master’s dissertation:** Candidate of pedagogical sciences, associate professor of tourism V. A. Bagdasaryan.

**Customer organization:** SHCI «Sanatorium of N. A. Semashko»

**Topicality of the research:** due to the fact that in modern Russian conditions attention to the formation of the single qualitatively new mechanism of the provision of services at the sanatorium sphere.

The main purpose of the development of the sanatorium organizations is the satisfaction of the needs of the population in the sanatorium and health services, and improving the quality of the provided services.

The service is a manifestation of high professionalism with the disclosure of the increasing role of human factors, where the percentage of the non normative level is in the state of dynamics. The dynamics in the system of maintenance is a realization of numerous organization arrangements, claimed to achieve constant success. It concentrates the real value of service activities where the disposable action to implement cautioned indications service clients in setting up is excluded.

**Objective:** is the development of practical recommendations to improve the service receiving accommodation (on the example of «Sanatorium of N. A. Semashko»). To achieve this goal in the final qualifying work are set the following tasks:

- consider theoretical aspects of organization of the reception in the sanatorium resort area;
- study the normative documents, regulating the work of sanatorium resort establishments;
- estimate the activity of the reception service at “Sanatorium of N. A. Semashko”
- analyze the level of professionalism of training of the reception service stuff of «Sanatorium of N. A. Semashko»
- work out practical recommendations to optimize and improve the performance of the service of reception and placement «Sanatorium of N. A. Semashko».

The theoretical significance lies on the analysis of activity of the reception «Sanatorium of N. A. Semashko» and development of practical recommendations to optimize and improve the work by applying a systematic approach to improving the quality of maintenance through training and motivation of the stuff.

The practical significance. The materials of the work can be used as recommendations for improvement the work of reception services of «Sanatorium of N. A. Semashko». and also in the verification of the algorithm of the use of results in activity of sanatoriums of Kislovodsk, of the region of Caucasus Mineral Waters, in preparing students at the institutes of higher education, on the improvement of professional skills.

Results of the research:

After analysis of the work of reception service at «Sanatorium of N. A. Semashko», can be done a conclusion that its work is very effective.

But still some points can be improved, and that is why some recommendations were developed that will not only increase the index of reception service work, but also will impress the guests. Analysis led to the identification of defects of services that are in need for improving:

- improve the professional skills of maintenance of guests;
- unequal distribution of functional obligations of reception service workers leads to minus in activities of subsections;
- implementing the system of online reservation on official site of the sanatorium.

Recommendations:
For the improvement of activities of the department are offered the following recommendations:

- organize a training to improve the quality of the work of the stuff;
- Optimize the functional duties of the stuff of reception service and placement.

Conducting training «Effective work of reception service and placement at the modern sanatorium» is very actual, because the results should improve the quality of the guests service at the sanatorium, it will allow the personnel to add new methods and ways of effective communication to maintenance, raise sociological and organizational culture of the stuff, and that social- psychological climate in the team.

The optimization of the functional duties lead to the increase of effectiveness of work of separate employee of the reception service and to the entire department.

Implementation of the online services of reservation (we propose to set the standard package Fidelio Front Office, including the module «Reservation»), will lead to increasing of the maintenance level, saving time and improving overall system of reservation in sanatorium and will give the opportunity to the potential clients to use this service.