SUMMARY

**Subject matter:** Improving processes of formation and stimulation of the staff in the hotel service (for example, the company Hotel complex "Hotel - Caucasus").

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**The organization, on the basis of which was completed internship:** LLS Hotel complex "Hotel - Caucasus".

**The importance of the research.** One of the main problems of the current stage of economic development is the improvement of human resources management in the hospitality industry, since the effective personnel management becomes an important factor in the competitiveness of companies and achieve economic success.

Formation of personnel is one of the fundamental functions of management cycle performed by the management team of the organization.

The main principle should be used for selection of new employees is an enormous number of declared candidates to select the best, who are ready not only to work but also to learn, to develop, to improve their skills, contributing, thus, to the prosperity of the entire company.

An important element of the personnel management system is motivation and stimulation of the personnel. The motivation system consists of two elements: the system of coordination of the goals and the related system of material and non-material motivation.

One of the main rules of effective stimulation and motivation is the individual approach to each employee, because the only way to achieve the best results.
Objective - to highlight directions of perfection of processes of formation and stimulation of the staff in the hotel service is based on the analysis of theoretical and practical aspects of personnel management.

This goal has identified the need for the formulation and solution of the following main tasks:
- to investigate the formation process: its stages;
- to consider the concept of "stimulation of personnel", its main directions;
- to study the Russian experience on organization of formation and stimulation of the personnel;
- to consider the formation and stimulation of the personnel: international experience;
- to conduct a study of people, process of its formation and incentives LLS HC "Hotel - Caucasus";
- to develop recommendations on improvement of the processes of formation and stimulation of the personnel in the company of HC "Hotel - Caucasus".

Theoretical and practical significance of the research consists in the development and extension of existing developments in the improvement of processes of formation and stimulation of the staff in the hospitality organizations in general and in the possibility of using the results in the preparation of recommendations on improvement of processes of formation and stimulation of the staff in the hotel complex LLS HC "Hotel - Caucasus", which later may become a base for the beginning of improvement of hotel service in the whole region.

Results of the research: Formation of the staff in the hotel complex "Hotel - Caucasus" includes a series of consistently pursued and interrelated activities: planning staff; candidates and their collection; the selection of appropriate candidates; reception of the selected candidate.

Staff incentives to LLS HC "Hotel - Caucasus" is directed mainly at improving the quality of customer service, increase the professional skills, as well
as to promote to making recommendations on improving the activities of the organization as a whole.

In General we can say that the process of formation and stimulation of the personnel in the company of HC "Hotel - Caucasus" it is necessary to improve, implement modern methods.

**Recommendations:** In the process of forming the personnel of LLS HC "Hotel - Caucasus" should introduce modern methods of personnel selection, such as Head hunting and Preliminaring. To optimize the process of selection of the personnel appropriate to carry out reengineering of procedures depending on the level of the vacancy.

In the process of adaptation of new employees in LLS HC "Hotel - Caucasus" it is necessary to introduce modern method - coaching.

It is appropriate to introduce in the activities of a hotel complex system of key performance indicators KPIs. When the KPI system, the Director clearly appreciates the contribution of each employee. Development of wage system based on the KPI is part of a huge job on introduction of system of motivation of the personnel.

Now will increase the motivation for the adoption of the new program of social security of employees in LLS HC "Hotel - Caucasus", the introduction of the monthly contest "Best employee of the month", and material reward for the victory in this competition.

Implementation and observance of all of the above suggestions help to improve the processes of formation and stimulation of the personnel in the company of HC "Hotel - Caucasus".