Summary

**Subject matter of the dissertation:** Ways of personnel management system of hospitality industry (For example, hotel, LLC "Tatyana")

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**Information about customer organization:** hotel Tatyana, Sochi.

**Topicality of the research:** In an emerging market economy, the staff is the main competitive advantage of many organizations. In fact, almost all companies use the latest equipment, modern technology and so on, but the quality of the staff and the level of management are doing a thriving company or unprofitable. At the present stage, many Russian companies faced with a serious problem - the lack of an effective management system.

Today, the country needs a more active policy of human resource management in the enterprise, which is able to provide him with the competitiveness and bringing to the forefront of social and economic development by stimulating the creation of new jobs, equipped with advanced equipment and technology, improving the system of vocational training and retraining, extension production.

**Objective:** The purpose of this study is to investigate the characteristics of human resource management and development of measures to improve the management staff at the hotel example LLC "Tatyana" in Sochi.

This goal was concretized in the following tasks:
- To explore the basic elements of the management system;
- To study the socio-economic efficiency of management;
- To analyze the composition of the staff accommodation, LLC "Tatyana";
- To assess the system of incentives;
- To propose measures to improve the personnel management system.

**Tasks:** Formation of effective personnel management system is one of the most important tasks. Personnel management system includes:
- A clear definition of expectations for staff, setting goals, objectives, rules, requirements that implement as individual goals, and the organization as a whole;
- Co-ordination of corporate goals and objectives with the objectives of personnel management;
- Development and implementation of strategies for staff, resources, on terms, the results of the performers.

**Theoretical and practical significance of the research:** The theoretical basis for the final qualifying works, were works of domestic and foreign scientific. The practical significance of the study is predetermined by the further improvement of the system of personnel management in the hotel. Practical interests are developed activities that can be used to enhance the improvement of personnel management in the hospitality industry, materials, periodicals and scientific conferences on the researched topic.
**Results of the research:** Writing of the final qualifying work aims to support the presentation of the theoretical and practical issues relating to the management staff at the hotel. We have thoroughly reviewed the most important steps in the construction and improvement of the system of personnel management in the hotel.

**Recommendations:** Hotel recommended that the following measures:
1. Organize regular proficiency testing (attestation) of all employees;
2. Organize a system of training and staff development at the expense of the organization;
3. To coordinate the work of recruitment;
4. Improve the competitive requirements for potential employees;

We have proposed to conduct an annual evaluation of personnel, it is necessary to certify each employee in the company. You must enter training new staff and retraining. To ensure that the organization did not occur a large turnover of staff, it is necessary to motivate employees: moral and material support.