

Hotel Services and Modern Methods of Employee Management

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Annotation: This article analyzes the growth of hotel services in the last five years of development of the Republic of Uzbekistan, the main problems in this sector of the economy, the main criteria for maintaining industrial development during the pandemic on the basis of available statistics.

Keywords: Tourism, hotel, gross domestic product, pandemic, tourism, profitability, room reserve, growth, statistics.

In recent years, improving the quality of hotel services in the country has become a topical issue, assessing the industry as an integral part of the tourism infrastructure. There is an objective need to train highly qualified and competitive personnel in the global tourism industry market, which will ensure the attraction, development of services, the formation of a positive image of the republic as an attractive center of tourism on the Great Silk Road. In addition, in order to organize a system of training professionals in the field of international tourism and to implement the initiatives of the Republic on research and creative work, to further develop the historical, cultural and humanitarian ties of the SCO member states 2018 On June 28, 2013, the President of the Republic of Uzbekistan adopted a resolution on the establishment of the International University of Tourism "Silk Road" (hereinafter referred to as the University) in Samarkand. Based on this decision, the newly opened higher education institution will train staff in 9 areas. Among the directions is the training of personnel directly involved in hotel management. Turning to foreign experience, some leading U.S. electronics companies (Hewlett Packart, IBM) have focused on human resource management practices. Here, workers are seen not as a unit of labor, but as a source of company potential and innovation. The management style and attitude of the staff in such companies have been carefully studied. They are slightly different from the high "exclusion" of workers involved in the mass market and mass production. This is a competition in a rapidly changing market for mass production was the basis for the conclusion that flexible shapes should be printed. The attitude of staff towards assets, that is, the desire to grow them as much as possible, has given rise to a "soft" issue of human resource management.

The costs of developing and implementing human resource management measures should include:

- Salaries and bonuses of employees;
- Payments for the services of specialists from foreign organizations for the formation of personnel policy;
- The cost of additional measures for the social protection and provision of hotel staff, which were not applied before the implementation of the system of measures for personnel management (for example, additional payments from the consumer fund - to young families loans, payments for medical services, tickets to swimming pools, allocation of funds for stadium repairs, financial assistance on vacation);
- Additional benefits provided for in personnel management measures for equipment, software, building repairs, heavy and hazardous workshops;
- Additional costs for retraining and advanced training of staff associated with the implementation of measures for personnel management (this includes tuition, fees for interns, training) payments to employees of the enterprise, tuition fees at a special training center);
- Other expenses (for example, representation expenses based on work with higher education institutions, publishing expenses).

In addition, the researcher DI Abidova notes that the effectiveness of personnel management measures can be based on:

- Saving money, which is reflected in the savings on the salary fund, conditional redundancies, reducing the loss of working time;
- Economic efficiency is due to a decrease in total costs per unit of output, a decrease in cost and an increase in profits as a result of increased production of profitable products.

The world hotel industry continues to expand. It is one of the fastest growing industries in the world, and scientists say it will create more than 80 million new jobs over the next decade. Tourism and tourism will create one in nine jobs by 2026.

The hotel manager needs to be aware of current industry trends. They need to understand in time that they need to evolve and change in order to maintain their hotels. At a recent Glion Luxury conference, hotel industry leaders highlighted the aspects needed to ensure modernity in line with the requirements. Philip Tardivel, who specializes in the hotel industry,

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said that "to be successful, you have to create emotions," adding that "anything you create has to be extraordinary and you have to walk more miles." These sentences can be considered as a program of exactly what a leader in hotel management should look like, how exactly he should manage hotel services.

From the registration process to the restaurant menu, you'll need to learn and create the smallest and largest items you'll normally receive, all within a set amount of time.

The characteristics of an innovative management system in a hotel and its key elements depend on objective reasons, conditions and a number of factors. Regardless of market conditions (social needs, rapid innovation, increasing their research intensity and management complexity), there are levels of improvement of the system of additional special mechanisms for economic management, social production, the impact of the innovation process. This means that the two interconnected systems of innovation process management are used in manufacturing and in the national economy.

Objectives of innovation process management:

- Constant updating of types of services and products, as well as applied technology, technologies, methods of production organization;
- Further development of scientific and scientific-technical potential of the country, creation of scientific resources.

The system of indicators of hotel efficiency includes eight indicators, which can be summarized from the data in this table. The advantage of a system of indicators is that when they are all considered together, they comprehensively cover all aspects of the category or process being analyzed and fully express its content. In this case, too, from the definition of the efficiency of the hotel business, it fully covers its content. Because everything that is involved in the activities of this sector is effective.

At the rate of all indicators of the efficiency of the hotel industry, there is a net income from the sale of services provided by the hotel industry. Mahraji, on the other hand, involves the average amount of a category or resource (cost) that needs to be determined, or the full amount for that period. If the resources and costs involved in the operation of the hotel business are the same

it would also be possible to obtain a single index in the edi denominator if it had essence and dimension. However, since their content, direction, and size are different, it is necessary to use a system of indicators.

Determining Indicators In order to determine which indicators to include in its system, it is necessary to clarify its definition. However, foreign and domestic scholars on the economics of the hotel industry have not made any recommendations on this issue in the literature. Profitability indicators are given, not defined. With this in mind, we also expressed our views on this issue.

The contribution of employees in the formation and increase of profits is significant. It is therefore recommended to determine the amount of net profit that is appropriate for each employee

The given system of indicators and ways of their definition are of not only theoretical but also important practical significance. First, all indicators are expressed in the financial statements of the hotel business. Hence, this information will be the basis for making appropriate management decisions based on the results of their activities. Second, the amount of these indicators shows how useful the aspects that are important to their performance are. In addition to this, the system includes indicators of overall profitability, as well as indicators that reflect some aspects of the hotel industry. For example, the return on equity. This indicator represents only one aspect of the hotel business, ie the level of profitability associated with the profitability of its own funds. The system of profitability indicators also includes the profitability of hotel operations. This indicator indicates that the cost of one soum q of this entity is much more profitable.

List of used books:

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2. This table is taken from the article "Stable growth in the number of accommodation facilities in Uzbekistan" on the official website of the State Committee for Tourism Development of the Republic of Uzbekistan // <https://uzbektourism.uz/en/newnews/view?id=1572>
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