

MECHANISMS OF IMPROVING STAFF TRAINING

Davronov I.O.¹, Umirov J.T.², Mukhamedjanova M.B.³

¹Davronov Istamkhuja Olimovich – Lecturer;

²Umirov Jasur Temirkulovich - Lecturer;

³Mukhamedjanova Makhfuza Bakhodirovna – Lecturer,
TOURISM AND HOTEL BUSINESS DEPARTMENT,
BUKHARA STATE UNIVERSITY,
BUKHARA, REPUBLIC OF UZBEKISTAN

Abstract: *also it is important for all owners and managers of hotels to take point of Human Resource management in their hotels. Because for improving quality of service, to train the staff of hotels is the main point for all hotels and also customer demand needs more re-innovative different kind of service. For this reason, many owners, hostellers and mangers pay attention to improve in their hotels mainly all staff quality, for the reason of develop for their future progress.*

Keywords: *owners, hostellers, staff quality, future progress, customer service, training.*

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The requirements for continuous development and extra specific instruction of workers are supported by the difference in thought processes and habits of visitors, the progressions that are coming due mechanical improvements and changes in the environment (rivalry) [1, 127].

Management of work processes in the hotel. Hotel services are consisting of a number of procedures to be managed and to be always kept up and enhanced order to eliminate omissions and defects in order to accomplish greater consumer fulfillment for this reason.

Most hotel organizations should develop and show their cultural with the national concerts, little festival, classical music and instruments, art exhibitions (using local works), organize mini library, conference halls for meetings (for groups and corporative companies) and also mainly local-cultural mini games in the hotels when it is bad weather.

Developing teamwork at the hotel. Team, is a little gathering of individuals who have become a model of togetherness in order to accomplish them. Developing solidarity and collaboration can positively affect enhancing the best quality of hotel administrations services and positive "atmosphere" in the hotel industry. With the plan, presentation and control of an "exceptional program" of value change of hotel administrations, „top" hotel management can positively affect enlarging satisfaction of clients and HR and improve the reputation and estimation of the hotels on the tourist market [5, 54].

Afford personalized customer service Consistency does not imply that each visitor ought to get a similar service. Genuine services brilliance requires personalization and making every client feel just as there is nobody else, right then and there, more essential than him or her [4, 12]. Front desk personals that remember the customer or call them by name, that are anxious to help, that to recall your inclinations, and that can give important data are an enormous resource that have a major effect.

Make a positive begin for new workers. It is important for hotel managers to create good atmosphere give motivation to the new employers. Firstly, it is necessary to learn their worldwide as their knowledge and interest to hotel business, to give information the condition of working place, hotel structure, to introduce hotel personals and so on. [5, 54].

F&B service training individual service and high service standards are growing in importance to ensure satisfied guests and help you stand out from the crowd. Content of the training, the perfect service employee, service principles, workplace culture, table decoration and layout, guest attention in the restaurant, complaints management [8, 22].

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