



Human resources in hotels

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Abstract. This article talks about the role and importance of human resources in the hotel business.

Key words. Hotel, human resources, employee, hotel team, goal, employee management

The development of the tourism sector is first of all closely dependent on the effective establishment of cooperation in the tourism sector and the quality of personnel training. Human resources in the field of tourism are based on the human factor, and its development is related to the development of the education sector. In fact, the study of personnel training in the field of tourism should be based on sustainable development. This situation remains a very important issue today. First of all, personnel training in the field of tourism, management of employees in a hotel is a steady and comprehensive influence on the team in order to create optimal conditions for some employees to work proactively, consciously, creatively to achieve the goals of the hotel. Thus, people working in tourism enterprises can be the object of management in all three interpretations. The main thing is that they all work together to achieve the final result within a single production or service system. The personnel training system plays an important role in the development of an industry and its transformation into an industry that meets world standards. Each member of the hotel team must learn customer service skills to exceed guest expectations. Some employees may come to a hotel with years of experience and expertise in customer service, but it's important to train all employees to be at the same level.

In the labor-intensive hotel industry, people are a company's most important asset. Consequently, personnel management functions as a co-ordinator of these powerful assets and is a major contribution to the dissemination and development of the company's management system and method.

In the service industry, it is very important to choose employees who meet the needs of customers. Many employees are in direct contact with customers and are automatically involved in the process of achieving the main goals of the organization, and the quality of service depends not only on their skills, but also on their level of awareness. Customer satisfaction in the field of services can be achieved with the courtesy and enthusiasm of employees.

Most of the companies in the hotel industry consider employees as an auxiliary component and do not pay due attention to their management. But this is wrong, because in the hotel industry, people are at least an integral part of the enterprise and ultimately an integral part of the product, for which organizations charge customers. For example, in a hotel, a guest pays not only for accommodation, security, cleanliness, but also for the attention of hotel staff.

There are two main approaches to solving personnel problems in foreign experience. The first approach focuses on the fact that "Management of human resources" includes strategic aspects of solving this problem, as well as social development issues, and they are given priority. The concept



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of "personnel management" means quick work with more personnel. If the first approach stems from the tasks of employment and its coordination at the state level, the second approach stems directly from labor relations at the enterprise level and their coordination. Personnel needs planning is the initial stage of the personnel planning process and includes information on available jobs and planned jobs, organizational and technical measures, staffing and vacancy planning. is based on In determining the need for an employee in each specific case, the task of appropriate planning is to meet the need for personnel in the future at the expense of internal and external resources. One of the problems of working with an employee in hotels is managing the habituation to work during recruitment. In the process of mutual cooperation of the employee with the hotel, their mutual adaptation is formed, the basis of which is the gradual introduction of the employee to the new professional and socio-economic conditions of work. In addition, the organizational structure of each hotel has its own characteristics. For example, the ordering department can be part of the sales department, the purchasing department can be subordinate to the financial director, the banquet service can be included in the catering service. Sometimes the cook reports directly to the general manager, while the food service manager only gives orders to the waiters, etc. Correct implementation of personnel management is one of the main factors that ensure the quality of service. The personnel training system adopted by many foreign companies provides a qualitatively new level of customer relations and brings the concept of "reasonable service" to the fore. Classic customer-oriented policies are no longer enough to win the respect and trust of the target audience. In the hotel industry, in the long term, the focus is on increasing the efficiency of using human resources as the main business strategy. The quality of customer service is ensured under the influence of employees, which requires management to pay more attention to the development of human resources. Hospitality companies are realizing that in order to become a customer-oriented enterprise, they need to invest more in improving the well-being and development of employees and increasing their initiative.

In recent years, in foreign literature dedicated to the hotel industry, a lot has been written about processes related to human resources, problems facing human resources, their activities, rights and future. But very little is said about the people who manage these processes.

In one such study, HR managers of 83 hotels in Canada were surveyed. The majority of those surveyed, 63%, were women over 39 years old, and 60% had been working in their position for less than four years. Although the age range of the respondents is not very large, the survey was conducted only in one country and the results of this analysis cannot be applied to other advanced tourist countries of the world. However, the information may be useful for future research in this direction. 91% of the surveyed managers expressed satisfaction with their work. And he noted that their duties include advertising vacancies, selecting employees, interviewing them, managing and training them. It has been found that personnel managers of large hotels spend more time on solving many issues, have less control from top management, in short, are responsible for more things than managers in small enterprises.

The nature of human resource management should determine both the efficiency of the business and the achievements of its specific members. Intangible benefits such as improving morale and job satisfaction should also be considered. The rational policy and effective activity of the personnel management service can have a positive effect on the behavior and skills of the employees, and on the effective operation of the enterprise in the hospitality industry.



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All responsibility for the selection of employees rests with the Human Resources Manager. The process of personnel selection is very complex, like any other aspect of management. At the first stage, it is especially important to correctly and clearly explain the nature of the job to the candidate, otherwise you can spend a lot of time interviewing people who do not have the necessary qualifications.

Often, the process of personnel training requires special attention and approach. Then, under the guidance of experienced colleagues, each employee undergoes multi-level training and rigorous certification. The process of training and development of personnel, as well as the process of developing corporate responsibility and culture, is ongoing. For example, special memory training programs are widely used in hotels in Korea, in which employees learn to remember guests' names, their license plates, and other information that will help them respond to customer inquiries the fastest. In addition, one of the motivating factors for working in large foreign hotels is the deep respect for the employee and the desire to create all the necessary conditions for professional and career growth within the company. Particular attention is paid to motivational programs and the introduction of a transparent and clearly structured incentive system for the most talented specialists. This is why most employees stay with the same company for their entire lives, often founding and continuing entire dynasties of employees. Having studied this issue, we can say that the lack of a coordinator in this direction seems to be a serious deficiency in working with personnel. Modern requirements for human resources management ensure the presence of strong personnel services in large hotels.

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