

THEORETICAL ISSUES RELATED TO THE CONTENT OF SERVICES PROVIDED IN HOTELS

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Annotation: The question of why it is necessary to rely on facts and achieve the emergence of many opinions in the organization and improvement of personnel management in hotel enterprises is considered important. There are many aspects that are the basis for making decisions.

Keywords: tourism, hotel industry, industry, entrepreneurship, service industry, need, social sector, hospitality, hotel business, hotel industry.

Expansion of hotels does not happen by itself. It is known from world practice that the development of tourism leads to the growth of the country's economy, the development of underdeveloped regions, the increase of population employment, and the rise of the culture of the population¹.

Another important aspect of the development of this sector for Uzbekistan is that it is a decisive factor in providing employment to the unemployed population in the rural areas of our country².

When the issue of services provided by the hotel industry is studied theoretically, it is necessary to comment on the concept of "Services provided by the hotel industry". This can be determined by the content of the hotel and the services provided. It is possible to develop a definition of this concept based on what has been said. In our opinion, this concept can be defined as follows. ***The services provided by the hotel industry are all services provided for a fixed fee (accommodation of guests, meals, transportation, viewing, organization of entertainment, etc.) aimed at ensuring a comfortable stay of guests. set is understood.***

In the current conditions, the hotel industry is also very important in the development of tourism and the economic growth on this basis. Therefore, we think that it is appropriate to develop a definition of this concept. There are several definitions of the term "Hotel industry" in the scientific literature, and their content is given in explanatory dictionaries. For example, according to H.M. Mamatkulov, he considers the hotel industry as a modern production enterprise, service institution and organization³. "Specializing in catering to short term leisure, business or personal visitors to this location"⁴. Below we will see a more in-depth explanation of this concept. "Hospitality industry includes services and links such as service activities, guest accommodation, catering, transportation, rest (recreation), entertainment. The hospitality industry is part of the infrastructures of the leisure industry and the

¹ Xolikulov A., Yuldasheva N. Mehmonxonalarda servis sifatini oshirishning konseptual yo'nalishlari va uni baholashning ilmiy-nazariy va uslubiy masalalari //Obshchestvo i innovatsii. – 2021. – T. 2. – №. 2. – S. 76-86.

² Ortikniyozovich U. F. The Significance of Theoretical Concepts of Services and Service Activity //American Journal of Economics and Business Management. – 2022. – T. 5. – №. 6. – C. 43-45.

³ Mamatkulov X.M. Xizmat ko'rsatish sohasiga oid atamalar va iboralar izohli lug'ati.- T.: "IQTISOD-MOLIYA" nashriyoti, 2010. – 167-168-betlar.

⁴ Mamatkulov X.M. Xizmat ko'rsatish sohasiga oid atamalar va iboralar izohli lug'ati.- T.: "IQTISOD-MOLIYA" nashriyoti, 2010. – 167-168-betlar.

tourism industry according to its intended purpose and is a segment of services to visitors in cooperation with their hotels, catering centers and infrastructures⁵.

As can be seen from this comment, the hotel industry is also important in hospitality. Taking these into account, we found it appropriate to define it as follows. Hotel industry refers to hotels, the number of rooms in them, a set of possibilities for providing services such as accommodation of guests, meals, transportation, sightseeing, rest (recreation), organization of entertainment events.

We recognized that the hotel business is organized for business purposes. If it follows from this, it should be noted that the hotel business is appropriately expressed in its structure. Several definitions of the concept of business are given in the economic literature. However, the definition of the hotel business is poorly developed and covered very little in the economic literature. Taking these into account, we found it appropriate to define "Hotel business" as follows. Hotel business means a set of services provided for a certain fee, aimed at meeting all the needs of guests related to living and recreation. This definition reflects the combination of the words hotel and business and their meaning.

Literature:

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⁵ Mamatkulov X.M. Xizmat ko'rsatish sohasiga oid atamalar va iboralar izohli lug'ati.- T.: "IQTISOD-MOLIYA" nashriyoti, 2010. – 167-168-betlar.