

## Classification of Services Provided in Hotels

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**Abstract:** 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, population employment, gross domestic product, industry, entrepreneurship, service sector, need, social sector, hospitality, service process, quality services.

Another feature of the services provided by the hotel industry is that it does not use large-scale equipment and technologies, as in the industry. In this case, the main force is the service staff, that is, the human factor. The participation of the human factor in the process of providing hotel services and playing a decisive role leads to the fact that the services they provide are not of the same consistency and quality, and the variability of the quality means that it is not possible to standardize these services. shows. These ultimately indicate that there are still significant problems in the development of hotel services.

A group of specialists in this field under the leadership of S.D. Ilenkova interprets this process in a different way. They say: "... Each guest is not limited to the process of service provided to him. According to the rules of behavior and living, he should be satisfied with the services provided to other guests as well..."<sup>1</sup> (translation is ours - H.R).It can be seen that the demands placed by consumers on the quality of hotel service are high. This issue has its own characteristics in this respect.

According to some researchers who study the important features of hotel services, it is necessary to solve the problems that arise in hotel services immediately. This factor is very important along with the factor selected depending on the location. Because of this, the time factor is important in the implementation of hotel services. It is also important to make a good first impression on your guests. Several opinions have been expressed in this regard. In particular, according to N.I. Kabushkin and G.A. Bondarenko, the provision of hotel services should be carried out in very short periods, this process is even measured in minutes<sup>2</sup>. S.D. Ilenkova emphasizes this feature of the hotel industry and makes the following clarification: "... the hotel service for the guest is closely connected with the process of offering it. Quality service should be provided to guests..."<sup>3</sup>.

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 population<sup>4</sup>.One feature is

<sup>1</sup> Управление качеством: Учебник для вузов / Под ред. С.Д.Ильенковой. – М.: Юнити-Дана, 2004. – С. 78.

<sup>2</sup> Кабушкин Н.И., Бондаренко Г.А. Менеджмент гостиниц и ресторанов. – Минск: Новое знание, 2002. – С. 58.

<sup>3</sup> Управление качеством: Учебник для вузов / Под ред. С.Д.Ильенковой. – М.: Юнити-Дана, 2004. – С. 78.

<sup>4</sup> Xolikulov A., Yuldasheva N. Mehmonxonalarida servis sifatini oshirishning konseptual yo'nalishlari va uni baholashning ilmiy-nazariy va uslubiy masalalari //Obshestvo i innovatsii. – 2021. – T. 2. – №. 2. – S. 76-86.

repeated in all of them. This means that all services occur simultaneously in the production and consumption processes. Another point is that there are some services, at the same time, the processes of production and consumption are not mutually exclusive. This process does not happen all the time. In the implementation of some hotel services, the client does not directly participate and it is not in front of the guest's eyes. But these processes are necessary for the hotel industry. Direct service requires preparatory work. There are many services designed to fulfill this need when it is needed. For example, there are several ways to serve breakfast in the morning, such as preparing sheets and towels in advance for changing washed ones.

Administrative staff, porters, room cleaners and other service staff working in the hotel departments are always ready in the hotel and at the same time based on the need to serve the guests at once, their insists that they stay at their workplaces. But the hotel is not always full of guests. Because of this, it is not very efficient for the hotel to keep employees constantly. However, such a situation requires the development of ways not to negatively affect the services provided to guests.

But it is possible to find an effective way even in such conditions. The experience of some hotels in our country and foreign hotels confirms that this contradiction can be solved by providing service in the hotel in a brigade manner, changing professions and training one person to be multifunctional.

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 country<sup>5</sup>.

Another feature of the services provided in the hotel is the problem of quality control. Not every service provided to guests is performed by employees at the same level. If one is served in this way, it is not always possible to serve the other in the same way. Therefore, the determination of the quality of the provided service is based on the behavior, cultural level, level of communication of the entire hotel staff, the quality of the provided and measured services, etc.

Therefore, the provision of services aimed at meeting all the needs and wishes of a person who leaves their place of residence for tourist purposes will improve their impression and bring more money. Due to this, it is necessary to approach the development of tourism taking into account comprehensive issues.

### Literature:

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