

ORGANIZING OF WORK IN HOTELS AND RESTAURANTS AND EXPECTED RESULTS

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ABSTARCT

These job descriptions provide an overview of various positions within the hospitality industry, covering roles in management, operations, customer service, and administration. The annotations offer insights into the qualifications, responsibilities, and skills required for each role, emphasizing the importance of experience, leadership abilities, customer service skills, and industry knowledge. The progression from entry-level positions such as reservation agent or concierge to more senior roles like hotel manager or front office manager is highlighted, showcasing potential career paths in the hospitality sector. It also stresses the essential role of effective communication, attention to detail, organizational skills, and technological proficiency in excelling within these positions. Overall, a comprehensive guide for individuals aiming to pursue careers in the hospitality industry.

Key words: *Hospitality industry, job descriptions, qualifications, responsibilities, skills, experience, leadership abilities, customer service, progression, career paths, communication, attention to detail, organizational skills, technology proficiency, hotel manager, front office manager, reservation specialist, concierge, operations manager, senior manager, front of house manager, receptionist, inn administrator.*

INTRODUCTION

The roles and management functions of hotel supervisors in Uzbekistan share similarities with those in other countries, but they also face distinct challenges due to cultural, economic, and regulatory factors. These differences can impact how supervisors communicate, organize work, and lead their teams effectively in the hospitality industry. Understanding and adapting to these unique factors are crucial for successful hotel operations in Uzbekistan and beyond.

In Uzbekistan, hotel supervisors may encounter social differences that require navigating unique cultural norms and practices. This can influence their interactions with colleagues and guests, highlighting the importance of cultural sensitivity in management. Additionally, economic factors in Uzbekistan, such as limited resources and budget constraints, may require supervisors to be resourceful in managing their operations compared to counterparts in more economically developed countries.

Moreover, the regulatory environment in Uzbekistan may present specific challenges for hotel supervisors, as they need to stay informed about local regulations and ensure compliance in their operations. Language barriers can also be a hurdle, impacting communication with international guests and colleagues.

Ultimately, successful hotel supervisors in Uzbekistan need to be adaptable, open-minded, and equipped with strong leadership skills to navigate these various challenges effectively. By understanding the nuances of their operating environment and leveraging their management functions, they can ensure the success of their hotel operations in a diverse and dynamic industry.

While there are likenesses in the undertakings and administration capacities of supervisors in coordinating work in lodgings in Uzbekistan and different nations, there are likewise a distinctions that might emerge due to social, financial, and administrative variables.

A portion of these distinctions include:

1. Social contrasts: Supervisors in lodgings in Uzbekistan might have to explore social standards and practices that are novel to the country. This can influence how they speak with and spur their colleagues, as well as how they communicate with visitors and different partners. Understanding and regarding social contrasts is significant for viable administration in Uzbekistan and different nations.

2. Monetary variables: Financial circumstances in Uzbekistan might vary from those in different nations, affecting the assets accessible to chiefs for sorting out work in lodgings. Supervisors in Uzbekistan might should be more clever and imaginative in overseeing restricted financial plans and assets contrasted with their partners in different nations with additional created economies.

3. Administrative climate: Lodgings in Uzbekistan might be dependent upon various guidelines and regulations contrasted with lodgings in different nations. Administrators in Uzbekistan need to remain informed about neighborhood guidelines and guarantee that their tasks follow legitimate prerequisites, which can impact the manner in which they sort out work and lead their groups.

4. Language boundaries: at times, directors in lodgings in Uzbekistan might confront language obstructions while speaking with colleagues or visitors from different nations. This can affect their capacity to actually lead and coordinate work, expecting them to track down clever fixes to defeat language hindrances.

5. Client assumptions: Client assumptions and inclinations might differ between lodgings in Uzbekistan and different nations. Directors in Uzbekistan need to comprehend the special requirements and inclinations of their visitors to successfully

sort out work and convey predominant help, which might contrast from the assumptions for visitors in different nations.

Generally speaking, while there are likenesses in the assignments and administration capacities of administrators in coordinating work in lodgings in Uzbekistan and different nations, there are likewise contrasts that originate from social, monetary, administrative, and different elements well defined for every area. Supervisors should be versatile and liberal in exploring these distinctions to actually lead their groups and guarantee the outcome of their inn activities.

As a general rule, the errands and authority capacities of directors in coordinating work in lodgings are comparative across various nations, including Uzbekistan.

A few normal undertakings and initiative capacities include:

1. Arranging and sorting out: Directors in lodgings need to design and coordinate all parts of the inn's tasks, including staffing, room reservations, food and refreshment administrations, and upkeep. This includes laying out objectives, making plans, and designating assets successfully.

2. Staff the board: Supervisors need to successfully oversee and propel their colleagues to guarantee that they are performing at their best. This includes setting assumptions, giving criticism, and tending to any presentation gives that might emerge.

3. Client care: Giving great client assistance is a critical obligation regarding inn directors. They need to guarantee that visitors have a positive encounter during their visit and that any objections or issues are settled quickly.

4. Monetary administration: Chiefs in lodgings are liable for dealing with the inn's financial plan, observing costs, and augmenting income. They need to settle on essential choices to guarantee the monetary outcome of the inn.

5. Relational abilities: Viable correspondence is fundamental for inn administrators to lead their groups effectively, cooperate with visitors, and team up with different offices and partners. This incorporates both verbal and composed relational abilities. While these errands and authority capacities are by and large steady across nations, there might be a few distinctions by the way they are executed in lodgings in Uzbekistan contrasted with different nations. These distinctions might be affected by variables like social standards, financial circumstances, administrative conditions, and client assumptions intended for Uzbekistan. For instance, in Uzbekistan, administrators might have to explore social standards and practices exceptional to the nation while speaking with colleagues and visitors. They may

likewise should be more creative in overseeing restricted financial plans and assets contrasted with lodgings in additional created nations.

Generally speaking, while the center assignments and administration capacities of administrators in putting together work in lodgings are comparable across nations, there might be subtleties and contrasts that emerge in light of the particular setting of every area. Directors should be versatile and socially delicate to actually lead their groups and guarantee the progress of their lodging activities in any country.

Some individuals may intend to pursue careers in service operations such as restaurant, lodging, recreation, entertainment, events and other sectors. In this case, the objective would be to become an operations manager. Others may prefer to work in human resources, marketing, sales, accounting, finance or information technology specializations. The best jobs in these areas include titles of manager, director or vice president. So we can see that careers in hospitality, tourism or other service industries will inevitably involve being promoted into management positions.¹

1. Inn administrator

Of all the front of the house positions in a lodging, this is the most senior. The motivation behind the job is to guarantee that all visitors get excellent client support. Obligations incorporate preparation and overseeing different other inn front work area positions like receptionists and attendant. Key credits for this job incorporate extraordinary relational abilities, meticulousness, and administrative involvement with a comparable job.

2. Aide lodging director

This is a more junior position however is as yet an administrative job which requires insight in cordiality as well as a functioning information on day to day lodging tasks. Key ascribes incorporate resilient relationship building abilities, meticulousness, great initiative abilities and client assistance experience.

3. Lodging assistant

This is seemingly one of the main inn positions. As the essence of the inn, the secretary is the first and last individual visitors communicate with. Obligations incorporate hello visitors, making appointments, taking telephone demands and overseeing protests. Contingent upon the inn and the preparation open doors accessible, this can be a section level position. Be that as it may, in many cases, insight in a comparable job is ideal. Key ascribes for this job incorporate resilient

¹Dana Tesone Rosen, **Principles of Management for the Hospitality Industry**, College of Hospitality Management, University of Central Florida, page 4

relationship building abilities, incredible client care abilities, great IT abilities, authoritative abilities, and the capacity to utilize drive.

4. Concierge

The attendant's responsibility is to welcome visitors and help with questions. This can incorporate reserving café spot, organizing transport and giving data about the neighborhood. Key credits incorporate relationship building abilities, client care abilities, persistence, capacity to utilize drive and critical thinking abilities.

5. Reservation specialist

A booking specialist is like an attendant yet their obligations are restricted to reserving a spot for visitors. In any case, as front of house agents, reservation specialists ought to likewise help visitors with different questions. It's important that the terms assistant, attendant and reservation specialist can frequently be utilized reciprocally. A few inns might have both a secretary and an attendant while others might have an attendant and reservation specialist.

6. Front of house chief

However visitors might very well never really see some of them, a solid supervisory crew is significant to a lodging's prosperity. The front of house chief shoulders extreme obligation regarding all client confronting tasks and is to a great extent liable for guaranteeing a positive client experience. This job is tied in with guaranteeing all front of house staff know their jobs and do them competently.

7. Inn senior supervisor

This is the most senior of all inn the executives positions. From dealing with objections and regulating staff to planning support and overseeing financial plans, this job supervises all parts of lodging tasks. Broad involvement with the inn business is required and key credits incorporate incredible relational abilities, initiative abilities, brilliant association abilities, IT abilities, careful comprehension of financial plans and monetary preparation, and a functioning information on wellbeing and security guidelines.

8. Activities supervisor

Contingent upon the size of the inn, this can be one more name for senior supervisor or a position revealing straightforwardly into it. The general motivation behind the job is to oversee everyday tasks. Obligations can incorporate supervising different offices, directing wellbeing and security reviews, and overseeing financial plans.

9. Night obligation chief

This job guarantees the smooth running of the inn during the evening. Obligations can incorporate dealing with a group, planning staff, handling finance,

and planning. An administrative job requires broad involvement with the business. Be that as it may, as it can frequently include working with a diminished group, the position likewise requires a killer instinct.

10. Head of buying

This job includes buying all products and materials expected for the inn's activities. From toiletries and towels to food and drinks, all that is purchased and paid for goes through the head of buying. Obligations incorporate haggling with sellers, overseeing contracts, quality confirmation, stock taking, and bookkeeping. A degree in business studies is typically expected as well as experience inside the cordiality business.

11. HR chief

HR direct the enlistment interaction for lodging positions. They likewise do execution assessments and oversee worker contracts. Everyday, the HR chief is accountable for guaranteeing that all laborers privileges guidelines are complied with and might be expected to help with exchanges between association pioneers and the executives in case of staff questions.

12. Income chief

An income chief's responsibility is to set inn costs. Their principal objective is to increment inhabitance and expand income. This includes steady examination of the market along with haggling with outsider booking stages. Keeping awake to date with industry patterns as well as mechanical development is a fundamental piece of being an inn income supervisor.

13. Project lead

A lodging project lead's principal work is to increment room deals. Whether it's by cold pitching, organizing, contender research, or arranging association bargains, the objective is to create new business. This position as a rule requires a degree in business or a comparative field as well as past experience inside the cordiality business.

14. IT director

This job directs all frameworks used to oversee appointments, plan upkeep and work with interchanges. As well as investigating and upkeep of data innovation (IT) frameworks, the IT director's job includes preparing and making proposals in regards to new programming and enhancements.

15. Bookkeeping administrator

The records office administers all approaching and active costs. From pursuing remarkable solicitations to making spending plans and monetary reports, the bookkeeping chief's responsibility is to guarantee that all monetary parts of the inn

run as expected. This position requires broad involvement with the business as well as a degree in bookkeeping, money, business or comparative.

16. Security administrator

The security administrator manages the wellbeing of all visitors, representatives and resources at the lodging. This includes arranging and planning watches, overseeing observation frameworks, preparing staff for crisis systems and regulating any remaining security work positions at the lodging.

METHODS

To effectively manage the unique challenges and similarities faced by hotel supervisors in Uzbekistan and other countries, the following methods can be implemented:

1. **Cultural Sensitivity Training:** Provide training to hotel supervisors on cultural norms and practices specific to Uzbekistan to enhance their understanding and ability to effectively communicate and motivate their teams and engage with guests from diverse backgrounds.

2. **Resource Management Skills Development:** Offer training and development programs to help supervisors in Uzbekistan become more resourceful and creative in managing limited budgets and resources, ensuring efficient operations and cost-effective solutions.

3. **Regulatory Compliance Education:** Conduct regular updates and training sessions to keep supervisors informed about local regulations and ensure compliance, enabling them to organize work and lead teams in line with legal requirements.

4. **Language Skills Enhancement:** Provide language training or resources to help managers overcome language barriers when communicating with colleagues or guests from different countries, enhancing their ability to lead effectively and coordinate work seamlessly.

5. **Customer Preferences Research:** Encourage supervisors to conduct research on customer expectations and preferences specific to Uzbekistan to tailor services and operations accordingly, ensuring the delivery of superior customer service and meeting the unique needs of guests in the region.

By implementing these methods, hotel supervisors in Uzbekistan can effectively navigate the cultural, economic, and regulatory factors that differentiate their management roles from those in other countries. Adapting to these challenges and utilizing their leadership functions, supervisors can enhance team performance, foster positive guest experiences, and drive the success of hotel operations in the diverse hospitality industry landscape.

DISCUSSION

The discussion surrounding the similarities and differences in the tasks and management functions of supervisors in coordinating work in hotels in Uzbekistan and other countries sheds light on the complexities and nuances that shape their roles. While there are overarching responsibilities that hotel supervisors worldwide must fulfill, such as planning, staff management, customer service, and financial management, there are distinct challenges that supervisors in Uzbekistan may face due to unique cultural, economic, and regulatory factors.

Cultural differences play a significant role in shaping the interactions and communication styles of hotel supervisors in Uzbekistan, impacting their ability to effectively manage and motivate their teams and engage with guests. Understanding and respecting these cultural nuances are essential for successful leadership in Uzbekistan and other countries.

Economic factors also play a crucial role, as supervisors in Uzbekistan may need to navigate limited budgets and resources compared to their counterparts in more developed economies. This necessitates a higher level of resourcefulness and creativity in managing operational costs and ensuring efficient operations.

The regulatory environment in Uzbekistan may present additional challenges for hotel supervisors, as they must stay informed about local regulations and ensure compliance in their operations. This influences how they organize work and lead their teams, emphasizing the importance of adherence to legal requirements.

Language barriers can further complicate communication for supervisors in Uzbekistan, affecting their ability to effectively lead and coordinate work with colleagues and guests from diverse backgrounds. Overcoming these language barriers requires innovative solutions and a commitment to effective communication strategies.

Furthermore, understanding and meeting the unique customer expectations and preferences in Uzbekistan is essential for supervisors to deliver superior service and create positive guest experiences. Tailoring services to meet the specific needs of guests in Uzbekistan sets managers apart and contributes to the success of hotel operations in the region.

In conclusion, while the core tasks and leadership functions of hotel supervisors in coordinating work are similar across different countries, the specific challenges and nuances that arise from cultural, economic, regulatory, and other factors in Uzbekistan require supervisors to adapt and navigate these differences effectively. By acknowledging and addressing these challenges, supervisors can lead their teams

successfully, deliver excellent service, and drive the success of hotel operations in a dynamic and diverse hospitality industry landscape.

CONCLUSION

In conclusion, while there are similarities in the tasks and leadership functions of supervisors in coordinating work in hotels in Uzbekistan and other countries, there are distinct differences that may arise due to cultural, economic, regulatory, and other factors specific to each region. These differences, such as cultural norms, economic constraints, regulatory environments, language barriers, and customer expectations, require supervisors to adapt and navigate them effectively to lead their teams successfully and ensure the success of hotel operations.

Overall, supervisors must be flexible and open-minded in navigating these differences to effectively lead their teams and ensure the successful outcome of hotel operations. The core tasks and leadership functions of managers in coordinating work in hotels, including planning and organizing, staff management, customer service, and financial management, remain consistent across different countries, including Uzbekistan. Adapting to the unique challenges and nuances in each region is essential for supervisors to thrive in the dynamic and diverse hospitality industry landscape.

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