

**THE DEVELOPMENT
OF SERVICE STANDARDS FOR HOTEL STAFF
(РОЗРОБКА СТАНДАРТІВ
ОБСЛУГОВУВАННЯ ДЛІА ПЕРСОНАЛУ ГОТЕЛІЮ)**

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У дослідженні йде мова про стандарти обслуговування в готельному сервісі, його поняття, значення та дотримання їх у готелях. Також розповідається про те, від чого залежить якість послуги, хто та коли її надає. Саме виконання стандартів гарантує стабільність якісних показників.

Important feature is that hotel service can't be stored and saved up.

Hotel service is a service of the personnel and guest which continuously affects the guest during all the duration. Quality of service depends on, where, who and when provides it.

In each case it is individual. Hotel services are complex and consist of a variety of services offered by various spheres, forming a single product as a "package", and matched to the customer depending on the level of its needs.

Quality of service is an important field of activity. Quality is the field of satisfaction of a customer with a service. The formation of a strategy of quality management is based on standardization. State standards establish obligatory general requirements to tourist service which ensure safety, health and life protection.

Classification of hotels is regulated at the international and national levels, as well as within the hotel chains, associations, unions.

The system of training and staff development may consist of training, evaluation and rotation. Each hotel is a unique mechanism, presenting certain requirements their to staff.

Internal control is characterized by a responsible staff or services, as well as communication systems "hotel – customer."

A hotel must be gay a friendly staff to control, as it is a necessary condition for the development and maintenance of high level of service.

The trend of development in the hotel industry is aimed at expanding the range of services in hotels for different purposes. Active and rational use of standards helps to ensure the required quality of services and increase competitiveness of organization.