

THE PERFECT HOTEL SERVICE (ІДЕАЛЬНИЙ ГОТЕЛЬНИЙ СЕРВІС)

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У дослідженні автор розглядає основу готельного обслуговування, якість та вміння персоналу контактувати з гостями. Отже, мета дослідження полягає в тому, щоб з'ясувати, на що гість має право та як повинно виглядати справжнє готельне обслуговування.

Об'єктом дослідження є розвинені та маловідомі готелі й хостели. За основний приклад узято готель «Four Seasons Hotel and Resort».

The word hotel is derived from the French hôtel (coming from the same origin as hospital), which referred to a French version of a building seeing frequent visitors, and providing care, rather than a place offering accommodation. In contemporary French usage, hotel now has the same meaning as the English term, and hotel is used for the old meaning, as well as "hotel" in some place names such as Hôtel-Dieu (in Paris), which has been a hospital since the Middle Ages. The French spelling, with the circumflex, was also used in English, but is now rare. The circumflex replaces the 's' found in the earlier hostel spelling, which over time took on a new, but closely related meaning. Grammatically, hotels usually take the definite article – hence "The Astoria Hotel" or simply "The Astoria".

So information above give to us representation that hotel is care!
Care about guests, good service, the best quality at all.

All of us have an experience with hotel service, when we travel, have a vacation etc. People can check quality, level of service, facilities and convenience by own impressions. Unfortunately, our expectation is not the same what we can see in reality. Also, delusion is then people think that good quality is equal to big price. This report is example of perfect hotel service, how it begun, how it developed, how it can be in reality for reasonable price.