

Theme of final quality work: Research, organization and improvement of the work of animation mini clubs in the hotel service (on example PSKK «Mashuk Aqua-Term» Zheleznovodsk)

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The relevance of the topic of this qualification of graduation work is due to the fact that an increasing number of families are sent to a hotel company in order to obtain memorable emotions and a pleasant stay. It is necessary to develop such animation programs for children of different ages, which will correspond not only to age characteristics, but also contribute to the most comfortable rest of parents. Currently, Caucasian Mineral Waters does not pay as much attention to entertainment as it is, which is part of guest accommodation. Therefore, there is an urgent need to develop such animation programs for children that will be relevant to them and contribute to the maximum satisfaction of parents' rest.

Work purpose: to determine the level of organization of the animation service of the sanatorium complex and develop recommendations for its improvement.

To achieve the purpose of our investigation it is necessary to solve the following **tasks:**

- 1) Define the concepts of «animation» and «mini-club», determine the place and role of the animation service in the structure of the hotel.
- 2) Describe the standards for employees of animation services, standards of behavior with children and psychological training.
- 3) Describe the structure of the work of the animation service employee and his responsibilities, as well as identify the «pros» and «cons» of the animator.
- 4) Describe the applicable psychological skills of the animator and consider in practice.
- 5) Give a general description of the resort company PSKK «Mashuk Aqua-Term».

6) To analyze the features of the organization of work of the animation service PSKK «Mashuk Aqua-Term».

7) To develop measures to improve the quality of service for children by the animation service using the example of the sanatorium resort PSKK «Mashuk Aqua-Term».

The theoretical significance lies in the generalization and systematization of knowledge in the field of servicing small customers in the animation service, identifying the main indicators that contribute to improving the work of the hotel.

The practical significance lies in the fact that the developed programs and recommendations will allow hotel enterprises in the city of Zheleznovodsk to increase the performance of animation service staff and expand the range of services provided.

Main results of the study:

1) The essence of the animation service, its functions and features of the sanatorium staff were disclosed in the conducted work. The structural unit of the animation service was carefully and thoroughly examined.

2) The standards for employees of the animation service, standards of behavior with children and psychological training were characterized. The structure of the animation service employee's work and his responsibilities were described, as well as the «pros» and «cons» of the animator's work were identified. The applied psychological and animator skills were listed.

3) We analyzed the features of the organization of work of the animation service of PSKK «Mashuk Aqua-Term», carried out analyzes, recommendations for improving some structures and units for more efficient work, performed social surveys and tests, revealed statistics and indicators in percentage terms on the diagrams.

We have developed the following set of measures to improve the work of the animation service.

- Reconstruction and re-equipment of the premises for the favorable work of mini-clubs.

- Calculation of approximate cost estimates for the purchase of new inventory and equipment, indicating sites for ordering at the optimal amount.
- Organization of a team of employees for the high-quality provision of animated services and the conduct of ongoing training for them to improve their skills.
- Development of animation programs based on analysis of the functioning of clubs of foreign hotels.
- Drawing up own schedule of animation programs for two age groups from 0 to 4 years and from 4 to 12 years in different periods of the year.