

## **The annotation for graduation work**

Topic: "The formation and development of outsourcing in the hospitality industry".

The increasing competitive environment and general trends of economic globalization has led to necessity of revision of approaches to management and the need to transfer part of the functions to specialized professional organizations. This process of using external resources was called outsourcing. There is a necessity of learning of using the technology of outsourcing in the hospitality business and evaluation of proposals of partners in the planning of business development with the use of outsourcing which allows to move from a closed enterprise to cooperation and joint cooperation on related markets, sharing the investment costs, improving of quality service, reducing the payback period and risks. All this reasons are extremely important for hospitality businesses and confirms the relevance of the research topic.

In the diploma work we consider the technological basis, concepts and features of the development of outsourcing and legal issues and procedures and methods to determine its feasibility. A certain section of research is devoted to analysis of using the model outsourcing in the hotel industry where we conduct strategy substantiation of using outsourcing technology in the hotel industry. We also offered the motivation and opportunities to use outsourcing system and develop recommendations to realize outsourcing in the hotel work.

The purpose of work is the analysis of possibility of application of the methodology of outsourcing in the management of hotel enterprises, development the system of recommendations which allow to make a comprehensive assessment of not only financial indicators but also subjective factors of outsourcing projects.

The main purposes of research are:

1. To study the concept, development, types of outsourcing, advantages and disadvantages of outsourcing in the services sector.
2. To perform the legal regulation of capital markets and temporary staff.
3. To consider the methodology for determining the feasibility of outsourcing and to define the criteria of selecting suppliers.
4. To justify the use of outsourcing technology in the enterprises of the hotel industry.
5. To characterize the production and economic activity of hotel "Hilton Garden Inn Moscow New Riga".

6. To determine the motivation of using technology of outsourcing to develop recommendations for its implementation in the activities of the hotel "Hilton Garden Inn Moscow New Riga".

Main results of the research are:

1. In the course of the study of methodology of outsourcing in hotel management the wide opportunities of using of external management on different levels of enterprise were revealed - from outsourcing of individual tasks to full outsourcing contractor of a separate business process. The technology of outsourcing gives an opportunity to save resources and improve the efficiency of enterprise due to release corresponding organizational, financial and human resources to develop new directions, or to concentrate efforts on existing directions demanding special attention. However, the using of outsourcing has its disadvantages. And one of the main reasons against of using it is the threat of leakage of important information.

2. The hotel business is a real consumer of outsourcing. Using of different types of outsourcing will depend on hotel specialization which depends on tourists' purposes of stay and set of provided services which correspond to these aims. The advantages and disadvantages of using outsourcing in hotel which were detected showed the necessity of an integrated consideration of applications depending on the characteristics of hotel enterprises.

3. In graduation work the information characterized production activity, competitive advantages, economic and logistical parameters of the hotel «Hilton Garden Inn Moscow New Riga» was collected, studied and systematized. The hotel already uses outsourcing services in its production activity. The hotel cooperates with international outsourcing companies such as DAKO and Kwell TM.

4. The analysis of the "Hilton Garden Inn Moscow New Riga" has allowed us to develop proposals for the extension of the outsourcing in the hotel due to the transfer some part of IT functions to specialized companies as well as part of cleaning functions and working with corporate companies. Thus, the cooperation of enterprises on the principles of outsourcing lets to make its activity, offering its customers the product which can face his aims with saving of money of company and spreading its risks between partners.