

Abstract on final qualifying work
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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 need to transfer part of the functions to specialized third parties. This process of using external resources was called outsourcing. There is a need to explore the possibility of outsourcing in the hospitality industry and evaluation of proposals the 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 service quality, reducing the payback period and risks. This is all extremely important for hospitality businesses and confirms the relevance of the research topic.

The paper examines the technological basis, the concepts and features of outsourcing development, legal provision and methods of determining its feasibility. A separate section of the study analyzes the application of the model of outsourcing in the hotel industry, where the substantiation of the strategy for the use of technology outsourcing in the activities of hotel enterprises. The paper also proposed the possibility of outsourcing and recommendations for its implementation in the hotel.

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

The main objectives of the study:

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 review the methodology for determining the feasibility of outsourcing and to define the criteria for selecting suppliers.
4. To justify the use of technology outsourcing 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 and outsourcing to develop recommendations for its implementation in the activities of the hotel "Hilton Garden Inn Moscow New Riga".

The main results of the study:

1. In the course of the study methodology of outsourcing in hotel management revealed the possibility of using external control on the various activities of the organizations from outsourcing of individual tasks to full outsourcing contractor of a separate business process. Technology outsourcing

enables the company save costs 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, demanding special attention directions. However, the use of outsourcing has its drawbacks. And one of the main reasons that hinder the use of outsourcing, the threat of leakage of important information.

2. The hotel business is a real consumer of outsourcing. The use of different types of outsourcing will depend on the specialization of the hotel enterprise, depending on the purpose of stay and a set of implemented services that are more relevant to this purpose. Detected at the advantages and disadvantages of using the methodology of outsourcing in the hotel showed the necessity of an integrated consideration of applications depending on the characteristics of hotel enterprises.

3. In final qualifying work was collected, studied and systematized information describing production activity, competitive advantages, economic and logistical parameters of the hotel "Hilton Garden Inn Moscow New Riga". In production activities the hotel today uses technology outsourcing. The hotel cooperates with international outsourcing companies DAKO and Kvell 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 of companies to global outsourcing of IT functions, partial cleaning and working with corporate companies. Thus, the cooperation of enterprises on the principles of outsourcing allows the activities, offering the final consumer the most appropriate to his needs the product at lower capital requirements, and necessary adjustment of activities and the allocation of risks between the partners.