

ABSTRACT

The subject matter of the final qualifying work:

The specifics of restaurant service for foreign customers in a hotel (with the example of Apart-hotel “Slavyanovskiy Istok”)

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The relevance of the research:

The research objective is to study the specifics of restaurant service for foreign customers in the hotel and work out a cocktail party for a foreign delegation from Portugal.

The tasks:

- 1 Analysis of tourism and restaurant service objectives;
- 2 The requirements for restaurant service facilities to receive foreign customers;
- 3 To study the process of catering of foreign customers in the hotel restaurants;
- 4 The description of Apart-hotel “Slavyanovskiy Istok”;
- 5 To estimate the demand for the food services provided by Apart-hotel “Slavyanovskiy Istok”;
- 6 Working-out an event program of the cocktail party for the foreign delegation from Portugal.

The theoretical and practical significance of the research. In the final qualifying work an attempt has been made to address the requirements for restaurant service facilities to receive foreign customers, to substantiate the predictive conclusions of further development which will deepen theoretical and practical statements on this topic. The conclusions and recommendations contained in the work can be used to work out a cocktail party in the restaurant and to estimate the current and perspective changes of the market of food services on different levels, including regional level.

Results of the research: as a result of the research, the event program of the cocktail party for the foreign delegation from Portugal has been worked out in

order to increase the amount of foreign customers visiting the restaurant at the Apart-hotel “Slavyanovskiy Istok” and solidify a positive image of the hotel.

Recommendations: The elaborated event program of the cocktail party for the foreign delegation from Portugal can be used for organize the cocktail party at the restaurant for foreign customers and to estimate the current and perspective changes of the market of food services on different levels, including regional level.