

Summary

Subject matter of the dissertation: the research and use of experience in the development and practice of job descriptions as part of employment relationships in the hospitality industry (evidence from “Spa-Hotel Plaza”).

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Customer organization -: “Spa-Hotel Plaza”.

Topicality of the research: it is due to the active development of tourism business in our country, which offers new ideas to meet the needs of the customer, extending the range of services, and introducing new technology services, also it carries out the development of new segments.

But at the same time and competition intensifies, there is a struggle for the client, and the organization should interest, attract and retain the customer. Issues of staffing has been always having its relevance along with the organizational, financial, legal policy issues.

A professional team capable to respond to changes is an important component for keeping good results and future development.

There are requirements specified not only to the level of education, knowledge, skills and abilities, but also to the ability of workers to understand problems, objectives of their work through the acquittal of job descriptions.

The potential for further development of the personality is essential taking into account the ability of a person to work and to perform essential job functions. A set all the necessary requirements is displayed in the job description that details the organizational and legal aspects of employment, establishes responsibilities, subordination of the employee, gives the employer the opportunity to evaluate objectively the performance of their subordinates, to organize activities within the organization and manage staff.

The need to develop a job description in the employment relationship is underestimated, and at the same time, this document helps to avoid conflicts between employees within the team, misunderstanding the requirements of the employer, as well as protect the rights during the resolution of employment dispute.

In this regard it one may note the need for a detailed research of use the job description in the sphere of work relationships.

Objective:

To analyze the need for job descriptions in work relationships evidence from the hospitality industry;

To examine the concept and importance of the job description;

To analyze the order of development, processing and approval of job descriptions;

To describe how the right to enforce the employees job descriptions;
To analyze the features of the development of job descriptions in the hospitality industry;
To review recent developments regulations applicable to the development of job descriptions;
To analyze the activity of the sanatorium "Plaza" and the range of services provided;
To analyze the mechanism of the performance of job descriptions in work relations in the;
To analyze the role of job descriptions in the resolution of employment dispute;
To develop a job description for the hotel administrator of "Empire Hotel", borrowing the experience of the job descriptions in the "Spa-Hotel Plaza".

The theoretical and practical significance of the research: it is to analyze the need of job descriptions in work relations. Also materials, conclusions and recommendations in the dissertation confirm the need of job descriptions in practice and can be used to develop and implement in other organizations in the hospitality industry.

Results of the research: all the theoretical aspects of the meaning and the need to use the job description in the legal relations between worker and employer had been coming forward.

As for the practical application of the job description for an example of labor relations in the sanatorium "Plaza", the analysis of the collected material confirms the results of theoretical studies.

By applying the theoretical knowledge and the development of a job description using the learned experience of the job description in work relations in the "Spa-Hotel Plaza", in order to implement one of the last tasks is to develop a job description for a hotel administrator, "Empire" in Pyatigorsk.

Recommendations: knowledge gained through the research and use of experience in the development and practice of job descriptions as part of employment relationships in the hospitality industry in "Spa-Hotel Plaza" is recommended to use in organizations of the hospitality industry.