

**Topic to the final qualifying work :**

«Regulatory requirements and current trends in serving people with disabilities in accommodation facilities(on the Example of «Mashuk Aqua term»)»

**Author:**

Yarovaya Mariya Dmitrievna

**Research supervisor:**

Senior Lecturer, Department of Tourism and Hotel Service Davidenko Anastasiya Sergeevna

**The relevance of the topic** of this qualifying final work is determined by the need for theoretical and applied analysis of the ethics and psychology of serving people with physical disabilities in the field of hospitality in General. Accommodation facilities for people with disabilities is a relatively new and dynamically developing market sector, its social significance is due, in particular, to the fact that the relative and absolute number of people with disabilities is constantly growing.

One of the new directions of development of the tourism industry is to provide high-quality services and create conditions for improving the health of people with disabilities. The problem of the quality of hospitality services in the Caucasus Mineral waters is particularly acute in our time, when the tourist flow is reoriented to Russian tourists, who have the opportunity to compare the CMS with other mass tourism destinations abroad.

**Work purpose:** to determine in research of the essence of providing hotel services to individuals with physical disabilities.

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

- 1) To analyze the development of the hospitality industry for people with physical disabilities.
- 2) Study the specifics of serving people with disabilities.
- 3) Study the social features of hospitality for people with disabilities (features of the role structure, special social functions, and so on).

4) Describe using hospitality as a means of social rehabilitation for people with various disability groups.

5) Develop recommendations for the organization of hotel services for people with disabilities.

**The theoretical significance** lies in the generalization and systematization of knowledge in the field of servicing for people with disabilities, 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 to increase the performance for people with disabilities.

**Main results of the study:**

1) The conducted work, the essence of the development of the hospitality industry for people with physical disabilities, its functions and the specifics of the work of the staff of the hotel enterprise was revealed. The social features of hospitality for people with disabilities (role structure, special social functions, etc.) were carefully considered.

2) The standards for employees of accommodation facilities and standards of behavior with people with disabilities were described. The applied psychological skills and abilities of employees were listed.

3) We have analyzed the possibility of using hospitality as a means of social rehabilitation for people with various disability groups, conducted analyses, recommendations on the organization of hotel services for people with disabilities, identified statistics and indicators in percentages on the charts.

4) Developed recommendations for employees to work with disabilities

- Organizing a team of employees to provide high-quality hotel services and conducting continuous training for them to improve their skills.
- Preparation of brochures for hotel employees to serve people with disabilities.

