

ABSTRACT

Theme of final qualifying work: Organization of measures on improvement of services accommodation in the modern sanatoriums.

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Information about customer organization: Sanatorium "Named after S. M. Kirov" Kislovodsk/

The relevance of the research: Modern Spa businesses already understand that in order to sell as many tours as possible, it is necessary not only to take care of medical and recreational base, medical staff and modern equipment. It is also important that the campers were satisfied with the accommodation in the rooms. But sanatoriums do not pay the accommodation needed attention. Maybe even they have no understanding of professionals who could be doing this. Now often in sanatoriums share chief physician that deals with the medical side, and the Manager, who takes care of all the economic and even financial worries. Spa businesses must arrange the terms of the placing no worse than in modern hotels. How to achieve high quality of hotel services in a sanatorium and not worsen the medical and recreational base – this issue is very important and requires a professional approach. In this regard, the subject matter is relevant and in demand.

The aim of research is the study of issues of organization of measures on improvement of accommodation services in the modern sanatoriums, from a theoretical side, and using applied research to identify such measures in one of the existing sanatorium enterprises of the Caucasian Mineral Waters region.

Research tasks:

- to understand the features of accommodation in sanatorium-resort institution;
- to identify the main components of a comfortable accommodation of guests;
- to determine the direction of the management and provision of high quality services and modern lodging company;
- to perform the conditions of accommodation in one of the resorts KMV;
- to identify the need to improve these conditions;
- to develop recommendations on the organization and financing of measures to improve the accommodation services of the resort.

Theoretical significance. In our work to solve problems related to the provision of hotel services in modern treatment plants, which are very important for all of such institutions. Therefore, the theoretical material given in the first Chapter will be useful to anyone who deals with these issues.

Practical significance of the research is to develop recommendations for one of the sanatoriums on the Caucasian Mineral Waters region on the organization of improvement of accommodation services in it. But such sanatoriums in region more than a hundred. Therefore, our findings may be useful to many other sanatoriums on the Caucasian Mineral Waters region.

Recommendations. In the last part of the research made specific suggestions for organizational interventions to improve the service of quality of sanatorium, named of Kirov.