

## ABSTRACT

**Subject of the graduation qualification paper:** The improvement of the hospitality service by incorporation of the modern information technologies (evidence from LLC «Mashuk Aqua-Therm»)

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**Significance of the issues addressed in the research:** Nowadays any hotel enterprise can't implement full service of its guests without owning at least one modern information technology in the bank of instruments for guests operation. For that reason, in aim of attracting potential clients and increasing the profit from its work, information technologies should be paid very deep attention.

Apart from providing guests with good service, information technologies are also necessary for the high level of marketability at the hospitality product market. At the age of informatization leadership in the hospitality industry is directly connected with information technologies and with their integration in the hospitality business.

Different warning systems, systems of recording customers, connection between staff, etc., might simplify service, make the guest operation more effective and become irreplaceable in the modern hospitality industry.

Taking account of all the above listed factors the right organization of the informational activity of hotel enterprise appears the necessary aspect for survival in the modern hospitality favors market.

**Goal of the research** is to study the role and the influence of the information technologies on the guest operation process at the places of accommodation and the development of the wireless staff calling for LLC «Mashuk Aqua-Therm»

### **Tasks:**

1. to study the meaning and the classification of hotels;
2. to research the types and kinds of information technologies which are used in the hotel enterprises;
3. to examine the motivation of the adoption modern information technologies which are used in the hotel practice;
4. to describe LLC «Mashuk Aqua-Therm»;
5. to educe the kinds of information technologies which are used in the activity organization of LLC «Mashuk Aqua-Therm»;
6. to develop the wireless staff calling for LLC «Mashuk Aqua-Therm».

**Theoretical importance of the research:** in the graduation qualification paper we tried to discover the magnitude and the influence of information technologies which are used in the hospitality industry;

**Practical value of the research:** material collected during research can be useful in the health center activity. Also the developed project can be used for the improvement service in LLC «Mashuk Aqua-Therm»;

**Results of the research:** as a result of the realized research in the aim of stimulation the sales of production a project of the wireless staff calling (“VyzovPro”) to

any point of LLC «Mashuk Aqua-Therm» was developed.

**Recommendations:** the developed project “VyzovPro” can be used in the developing of the economical politic of the hotel enterprise and also for the estimating the changes at the information technologies market of the different level which includes local.