

SUMMARY

Subject matter of the dissertation: “Improving the legal aspects of activity on the provision and delivery of hotel services (for example the hotel complex “Prikume”)”.

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Customer organization: the organization MUUP "Sport-hotel complex" Prikume "was established in 2002. The main purpose of activity "Prikume" is making a profit, the provision of public services, the provision of high quality cultural services. The major activities: hotel services. The hotel complex is located in 15 minutes from the railway and coach station. The hotel complex “Prikume” it is almost Full Service Hotel. Besides the obligatory services (accommodation, food), which are called the main services, it provides a range of various services which are called the additional services. The hotel complex offers the following additional services: bar, restaurant, vending machines, beauty salon, shoe shine, lift, medical service, luggage storage, safe in Reception and safe in-room, currency exchange, the item ordering tickets (airline, train, bus, taxi, etc.), parking and car parking, garage, meeting room, photocopier, fax, telephone, travel and tours, TV in rooms, additional kitchen utensils in the room, iron.

Topically of the research: topically of the research is determined by the fact that tourism is growing rapidly, and the activities on the provision and delivery of hotel services is the main component in the tourism industry. The development of optimal regulation of the legal means for providing hotel services contributes to the development of services and development of all new social space, which is a vital component of tourism activities.

Objective: the purpose is a comprehensive study of theoretical and practical aspects of legal regulation of the provision and the rendering of hotel services as an

example of a hotel complex "Prikume" to develop recommendations aimed at improving the activity.

Task: need to consider the essential characteristics and theoretical aspects of hotel services through an analysis of key concepts; review of legislative acts regulating the activities in the provision of hotel services; identify the problems of legal regulation of the provision and the rendering of hotel services in the hotel complex "Prikume"; to make a practical analysis of the hotel complex "Prikume" on the provision and the rendering of hotel services; to develop recommendations and suggestions for improving the legal aspects of activity of the hotel complex "Prikume".

Theoretical and practical significance of the research: the designation of the scientific and practical problems that are directly related to the solution of specific problems in the field of legal regulation on the provision and delivery of hotel services. Presented by the author of the theoretical concept of hospitality services specify, systematize the methodological approaches to its definition, as well as reveal the procedure of the provision and the rendering of hotel services.

Results of the research: we have proposed an arbitrary form of the contract subject to the requirements of legislation.

Recommendations: it is necessary, that the hotel staff understood in the rules of hotel services; it is necessary to develop informational brochures for the Protection of Consumer Rights; active implementation of various methods of pre-trial settlement of disputes, the development of their conduct and tactics of legislative regulation, would effectively settle disputes, not drawn into the exhausting and long trials; to organize the reception, registration of complaints and suggestions; we have offered the developed contract draught, taking into account requirements of the current legislation.