

## SUMMARY

**The theme of graduation thesis:** «The introduction of innovative models of technological processes in the hospitality industry (by the example of the hotel "Cristallo" Pyatigorsk)».

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**The relevance of the research topic.** One of the most important aspects of any enterprise, including tourist accommodation, in the market is the enterprise management, the successful implementation of which is in these terms requires the use of innovative approaches. These factors caused the relevance of the research topic, the purpose of which is the introduction of innovative models of technological processes in the field of hospitality.

**The aim of the work:** to offer a series of recommendations for the development and implementation of innovative models of technological processes in the hotel "Cristallo" Pyatigorsk using the potential of the property, with the aim of improving activities of the hotel enterprise.

**Tasks:**

- to consider the concept and essence of technological processes in the hospitality industry;
- identify the role of innovative models of technological processes to improve the quality of hotel service; to prove expediency of introduction of innovative technological processes at the enterprises of hospitality industry;
- learn about innovative models of technological processes in the provision of hotel services in the Russian market;
- consider the possibilities of innovative models of technological processes in the hospitality industry of foreign countries;
- to perform technological processes of the service at the hotel "Cristallo" Pyatigorsk;
- to develop recommendations for the implementation of innovative models of technological processes in the provision of services of the hotel "Cristallo".

**Theoretical and methodological basis of the study.** As scientific tools used: the methods of systematic and logical analysis, functional approach, methods of scientific classification, comparison, and generalization of objects and phenomena; factor approach; analysis of practical experience of the hospitality enterprises in the implementation of innovative models of technological processes in the provision of hotel services. Also when writing was used and the actual data for the investigated companies; data obtained as a result of ongoing work by the author of the research.

**Methods of intervention: description, comparison, analysis, synthesis.** were the works of domestic and foreign researchers on the study of innovative models of technological processes in the hospitality industry, as well as materials obtained by the author during the period of internship. When writing work used the works of researchers in management, economic theory, sociology, psychology and control theory, monographs and scientific articles in periodicals.

**The results of the study.** We offer a number of recommendations for the development and implementation of innovative models of technological processes in the provision of services-Suite hotel "Cristallo" that can enhance positive impact on the guest.

**Recommendations:**

1. to implement covert surveillance;
2. to ensure the reliability of staff and protection of information;
3. add the following new services to the system HotelCloud: on-line payments, inventory, service;
4. install electronic locks that can be opened only with the electronic key;
5. implement a system of management of internal services REX;
6. to introduce innovative technology marketing.