

THE BEST WAYS TO ORGANIZE A MODERN RESTAURANT SERVICE

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Abstract: This article examines contemporary methods of restaurant service development and develops recommendations.

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Various slogans that are often used in service, such as "The consumer is always right", "Service should be provided according to the customer's wishes", "Customer wishes are our law", have not changed anything to this day. To manage a catering enterprise, its management must pay attention to managerial aspects. Service is a cyclical system that complements and requires each other. We can conditionally divide this system into 4 elements.

I. Standards.

II. Training of personnel.

III. Motivation.

IV. Supervision.

1.1. Standards require the service to answer the questions "what?" and "how?" That is;

- a) What should the servants do?
- b) what result should be achieved?
- c) by what indicators is evaluated?

1.2. We can divide the standards into those listed in the service.

- a) standards for the appearance of employees;
- b) standards on serving and transfer of food;
- c) sanitary and hygiene standards;
- g) service standards;
- e) work on working with customers dissatisfied with the services provided (procedure for handling complaints, status of compensation payments, rules for working with dissatisfied customers).

A standard is a set of established benchmarks and, at the same time, legal rules for the performance of services.

Service quality is achieved through standards. The standards require being in good condition:

- in written form;
- it must be communicated to the employees and they must know;
- compliance with standard requirements by employees.

II. Training of employees. This seeks to answer the question “what?” According to the requirements of the standard, the administration and employees know what to do and what results should be achieved. Now they need to be taught how to do this work. This is the subject of the study.

2.1. Training waiters. First of all, waiters should know the menu. According to statistics, waiters know up to 60% of the menu. Waiters are the main sales staff for catering establishments. Lack of knowledge of the menu can negatively affect the sales of these dishes and the income generated.

2.2. Teaching waiters work rules.

2.3. Constantly and periodically train the waiters in the rules of serving and serving food.

2.4. To train waiters, it is necessary to teach the administration the standards that ensure quality service. Because they need to ensure a high level of service. The administrator must first of all have management skills. 80% of their work is working with their team. They must work more efficiently than anyone else. To do this, they must know the basic principles of management. Administrator trainers and mentors must have knowledge of working with guests and service. The following are ways to organize a systematic form of training:

- teaching plan;
- educational materials;
- training programs;
- reference books;
- it will be necessary to evaluate the knowledge of employees using tests and other methods.

III. Motivation. After studying the service standards and knowledge about them, the employees of the enterprise know what is required of them? For this, they are trained and required to perform the work qualitatively. Do they want it? For this, we need to answer the question “why?” Why should he do this work? Motivation is the most complex element of the system. It is not just an element, but a separate system in the system.

Motivation has always been an important issue. It is necessary to take into account the following factors:

3.1. Material;

3.2. Intangible:

If we classify it differently: supporting, motivating. At the same time, money is also a motivating factor. Money can be in the form of wages, bonuses, and other incentives. Next in line are the conditions of labor organization (work schedules, created conditions, stable support for safety).

Motivational factors include:

- motivator for good and high-quality work;
- is an opportunity for professional and career growth.

Career growth can be horizontal and vertical (different categories, ranks, etc.). Along with this, the interest of employees in the work. This can be formed by the management of the enterprise. The next factor is interpersonal relationships. For service, interpersonal relationships in communication with employees and customers are an important factor. How noble, kind, and enthusiastic employees are depends on the relationships they establish with customers, colleagues, and management. The phrase "Money solves everything" can be changed to: "Relationships solve everything." Service and management are the sum of interpersonal relationships between people. We can say that 80% of achieving good results depends on these interpersonal relationships.

IV. Control. One of the most important elements in the system is control.

Control consists of methods that control how service standards are met, and when they are met, their quality is met. For this, professional training of employees (daily and short-term) is controlled. Every month, it is necessary to evaluate the knowledge of employees through a test and to examine their professional training.

The following control methods can be used to control the quality implementation of standards:

- covert control;
- customers' assessment of the provided services;
- level of cleanliness and timely implementation of cleaning works.

Monitoring will require the collection, organization, and analysis of statistical data to evaluate services.

If the established system achieves effective results based on the results of the monitoring, it is necessary to encourage employees who have performed well, and if shortcomings have been made, the reasons for them are identified and staff training is necessary to improve their skills.

The motivation system will be revised. Attention is paid to the mistakes made.

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