

Catering at the Hotel

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Abstract:

This article explores the importance and organization of food in hotels as one of the key elements of ensuring a comfortable stay for guests. Various aspects of catering are covered, including the types of services offered, menus, meal schedules, food quality, service and atmosphere in hotel restaurants and cafes.

Keywords: restaurant, buffet, breakfast, lunch, dinner, menu, buffet, food for children, diet menu, restaurant service.

One Two Trip shared statistics on how their customers feel about eating in restaurants on hotel premises. Here's what those surveyed said:

- 54% believe that there should be breakfast at the hotel,
- 13% think that breakfast is not important,
- 23% have breakfast outside the hotel,
- 10% believe that breakfast is not necessary.

Hotels with meals also attract guests with children. It's convenient - you don't need to think about where to feed the child; after a fun breakfast, you can return to your room and wash the children's porridge off. But in order for a hotel to suit different types of guests, it needs to offer different food options. Breakfast is ideal for individual tourists, and half board is ideal for business travelers.

The hotels offer various types of food:

1. Continental breakfast - a light breakfast that usually includes pastries, fruit, yogurt, juices and hot drinks.

2. Buffet - self-service with a wide selection of dishes, including hot and cold appetizers, main courses and desserts.
3. Breakfast a la carte or a la carte. This is a more economical type of breakfast compared to the buffet system. Guests select individual items from the menu in advance or directly at breakfast.
4. Half board is breakfast and dinner. Guests can choose from a menu or dine buffet style. For business travelers, this is a convenient option because they don't have to think about where to eat: they have breakfast, leave for the whole day on business plans, or have dinner at the hotel.
5. Full board includes breakfast, lunch and dinner. This is convenient for guests who prefer not to leave the hotel during the day. This type of food is preferred by elderly tourists and family guests in country hotels, sanatoriums and resorts.
6. All inclusive. With this type of food, guests have access to all meals and drinks throughout the day. Often used in resort hotels.

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To make meal plans more affordable for families, set up different prices for children and adults. This way, guests with children will be able to save on feeding children, since they will not overpay for adult portions for children.

The organizational structure of a hotel's food service may vary depending on the size, number of stars and type of accommodation facility. Let's look at four main divisions.

1. Restaurants and cafes. They can be specialized, for example, an Italian restaurant or a cafe with desserts. Or mixed, for example, all European cuisines.
2. Bars and lounges. These are places for relaxation and socializing, where drinks and light snacks are served. Typically, guests hold business meetings in the lounges or relax in the evenings.
3. Room service. Room Service is a system for delivering food to rooms. Suitable for hotels that do not have a separate room for catering. For hotels with Room Service, à la carte meals are suitable.
4. Banquet and conference rooms. This structure is needed to organize catering for events and conferences. Typically, this type of catering is used by hotels that specialize in weddings and commercial events.

To provide a high level of service, hotels must adhere to certain food standards and requirements. To work within the law, you must take into account these rules:

Responsibilities of hotel food service employees:

1. The chef is responsible for developing the menu and controlling the quality of dishes.
2. The sous chef assists the chef and supervises the kitchen.
3. Kitchen staff: cooks, assistant cooks and pastry chefs.
4. Waiters and bartenders serve guests in restaurants and bars.
5. Restaurant managers coordinate the work of restaurants and cafes and provide a high level of service.

Payment for food at a hotel can be made in various ways:

Included in the price of accommodation. Some hotels include breakfast or other meals in the room rate. You can create rates with meals included in the room rate.

Payment according to the menu. Guests pay only for the food and drinks they order.

Food as a service. This means that the guest pays for meals or full board at a fixed price.

Automation of power accounting allows you to improve management and control over processes. Let's look at the main automation methods.

1. Use of specialized software

These are hotel management programs, or automated control systems. Using the automated control system, you can manage the hotel: monitor reservations, view convenient reports and work with the checkerboard.

2. Systems for purchasing additional services

These sites or apps allow guests to order meals. For example, through the Hotbot service, hotels can sell breakfasts, room service or restaurant reservations in two ways:

- through a widget that guests can access from the website or using a QR code in the room;
- via chatbot.

3. Integrations with restaurant systems

Hotel management systems should be integrated with food accounting systems for more efficient management. Restaurant services will be automatically added to the booking, even if they were paid for at the restaurant. And if there is a deposit in the reservation, the guest will be able to withdraw money from it to pay for the restaurant's services.

Also, integration with restaurant systems makes it possible to make working with food more convenient: in the automated control system you can set up payment after check-out. It works like this: the guest uses food services in the restaurant, and pays when leaving the hotel with a general check.

Now the amount from the restaurant is added to the reservation automatically. Administrators see the total amount and the amount of meals in additional services, and they do not need to go to a separate tab. There are still points that need to be improved, but nevertheless it is convenient.

Catering in a hotel is a multi-stage process that requires compliance with standards and requirements. It is important to take into account the needs of guests, provide a high level of service and quality products. Process automation can improve management and make food services more convenient and efficient for guests.

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