

THE MAIN RESULTS OF THE LABOR PRODUCTIVITY OF THE STAFF OF THE HOTEL "BILLURI SITORA" LLC

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ABSTRACT

This article discusses the attraction of foreign tourists, the study of the results of the production and economic activities of the hotel, the service of tourists in the hotel business, the amount of income from the main activity.

Keywords: Tourism, hotel, country, service, enterprise, services, business, income.

Today, more than 400 enterprises are engaged in tourism activities in our country on the basis of a license; entrepreneurship in the field of tourism in our country is fully supported by the state. In confirmation of our opinion, we can cite the opportunities provided to foreign investors in the field of tourism. The tax legislation of the Republic of Uzbekistan fully covers the opportunities provided to foreign investors. A number of investors of national importance in the field of tourism are guaranteed by the state. Newly created tourist organizations in the cities of Tashkent, Samarkand, Bukhara, Khiva are exempt from all taxes until they receive their initial profit for 3 years. Besides,

The volume of foreign currency coming from tourism to the country's treasury and the creation of new jobs are associated with the expansion of various additional services. If the main services include tourist accommodation, catering and transport services, then additional services will be aimed at further improving the efficiency of tourist services. In particular, it is desirable to expand the sale of souvenir shops and objects of national art.

To increase the attraction of foreign tourists, it is necessary to ease the visa regime. It is necessary to find easy and easy ways to attract foreign tourists to the tourist product in Uzbekistan, to create good conditions in hotels. It is necessary to improve the quality of their services and adapt them to international standards.

An increase in the number of days of stay of foreign tourists in our country will entail a further expansion of currency exchange opportunities.

To increase the number of foreign tourists, it is necessary to convey information about the tourism opportunities of Uzbekistan to consumers in all corners of the world through marketing activities.

Like all industries, the tourism sector is in dire need of professional staff. Highly qualified personnel play an important role in the faster formation of a tourism development model in Uzbekistan. Training of specialists in accordance with international standards will have a positive impact on the development of this industry.

The study of labor productivity is impossible without studying the results of the production and economic activities of the hotel.

An important production and economic indicator is the dynamics of the reception of guests in the hotel Billuri Sitora LLC (Table 1).

Table 1. Guest reception indicators of the Billuri Sitora LLC hotel for 2021.

No.	months	Served tourists				Man-days served
		Total	Including			
			Foreigners	CIS	Uzbekistan	
	2018	1394	879	132	386	2524
1	January	0	0	0	0	0
2	February	0	0	0	0	0
3	March	120	24	28	68	192
four	April	314	216	20	78	502
five	May	494	401	33	60	790
6	June	460	348	41	71	736
7	July	346	224	34	88	554
8	August	383	250	29	104	601
nine	September	326	208	33	85	567
10	October	420	308	35	77	905
eleven	November	158	80	15	63	206
12	December	110	33	20	57	245

As can be seen from the above data, in the winter months the hotel Billuri Sitora LLC practically did not work, that is, it did not receive guests. The activity only started in March 2021. The hotel managers explain this by the lack of agreements with partners, however, it should be noted that the hotel is not suitable for receiving guests in the winter. The busiest months are May, June and October, when the number of guests exceeds 400 people. It should be noted that the majority of guests are citizens of far abroad countries (63%), 28% are citizens of the Republic of Uzbekistan and only 9% are citizens of the CIS.

As for any type of business activity for the hotel business, the most important indicator is the amount of income from the main activity (table No. 2).

Table number 2

Dynamics of changes in the volume of income of the hotel "Billuri Sitora" LLC by months of 2021

No.	months	Volume of income, thousand soums	Dynamics of change by months	Gross profit, thousand soums	Increasing profit at the end of the month, thousand soums
	2021	191018.6	-	14233.7	-
1	January	0	0	0	0
2	February	0	0	0	0
3	March	6036.1	one hundred	388.3	388.3
four	April	19980	331.0	1701	2089.3
five	May	24360	121.9	2065	4154.3
6	June	22240	91.3	1967	6121.3
7	July	26220	117.9	1854	7975.3
8	August	27017	103.0	1907.7	9883
nine	September	23873	88.4	1451.3	11334.3
10	October	25456	106.6	1991.6	13325.9
eleven	November	8962.5	35.2	581.1	13907
12	December	6874	76.7	326.7	14233.7

The main indicators of labor productivity in the field of tourism and hospitality are natural and cost indicators of tourist services. Natural indicators include the number of tourists served per employee, and cost indicators - the amount or amount of revenue per employee. In addition, as in other organizations, employees are divided into management and productive workers. In the hotel "Billuri Sitora" Ltd. The leaders include the director of the hotel and the administrator, who is also the chief accountant of the hotel. It should be noted that the number of seasonal workers in the hotel Billuri Sitora LLC is relatively stable and fluctuates between 2-3 people. This is due to a small load and uneven reception of guests.

Based on this, we calculated labor productivity by months of 2021 (Table 3).

Table 3 Labor productivity indicators of the staff of the hotel "Billuri Sitora" LLC for 2021.

Months	Number of staff		Served guests for 1 person.		Revenue per person	
	Total	Employees	Total	Employees	Total	Employees
January	3	1	0	0	0	0
February	3	1	0	0	0	0
March	five	3	24	40	1207.2	2012.0
April	7	five	45	63	2854.3	3996
May	8	6	62	82	3045	4060
June	8	6	57	77	2780	3706.7
July	7	five	49	69	3745.7	5244
August	8	6	48	64	3377.1	4502.8
September	8	6	41	54	2984.1	3978.8
October	8	6	52	70	3182	4242.7
November	five	3	32	53	1792.5	2987.5
December	five	3	22	37	1374.8	2291.3
In a year	7	five	432	609	26342.7	37021.8

As can be seen from the presented data of the table and figures, in the hotel "Billuri Sitora" LLC, labor productivity fluctuates from month to month. This is typical for all hotels in the city of Samarkand, as the reception of tourists varies greatly depending on the season, especially if the hotels are focused on foreign tourists. The number of served guests per employee varies from 22 to 62 people, and in value terms - from 1200 thousand soums to 3700 thousand soums per month. In terms of one productive employee, the number of served guests per employee varies from 37 to 82 people, and in value terms - from 2200 thousand soums to 5400 thousand soums per month.

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