

Problems and Solutions for Organizing the Family Hotels' Activities in Uzbekistan

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ANNOTATION

Tourism development is also associated with the development of hotels, which are primarily the core of the tourism industry. Because, the hotel business is an integral part of tourism and is primarily the most important part of it, receiving tourists and meeting the needs of tourists for the night, rest, carrying out complex services. In this regard, it is necessary to study and introduce into practice other similar management issues such as management laws, laws, functions, principles, shivering and implementing management decisions in the hotel industry. Introduction let us emphasize that the development of tourism is also associated with the development of hotels, which are primarily the core of the tourism industry. Because, the hotel being an integral part of tourism, it is primarily the most important unit that receives tourists and performs complex services, satisfying the needs of tourists for the night, rest. In this regard, it is necessary to study and introduce into practice other similar management issues such as management laws, laws, functions, principles, shivering and implementing management decisions in the hotel industry.

KEYWORDS: tourism development, hotel industry, private entrepreneurship, hotel business.

Introduction

It is emphasized that the development of tourism is also associated with the development of hotels, which are primarily the core of the tourism industry. Because, the hotel business is an integral part of Tourism and is primarily the most important unit that receives tourists and performs complex services, meeting the needs of tourists for the night, rest. Therefore, not only multiply the range of services to date, the total number of family guest houses in Uzbekistan is 2365 in the hotel business. The Ministry of Tourism and sports said that in January-September of this year, work was carried out to organize family guest houses in more than 100 villages and neighborhoods with high tourism potential in the country, to increase the range of services in them, to develop family entrepreneurship. As a result, the number of new jobs was increased to 1,489, and the total number of family guest houses by country was increased to 2,365. In particular, a wide explanation of the procedures for the organization of family guest houses among the population, the benefits and opportunities provided when starting entrepreneurial activity was carried out and practical support for the development of entrepreneurship was provided in the districts of Syrdarya, Jizzakh, Andijan, Fergana, Namangan, Tashkent, Navoi, Samarkand, Bukhara regions and Tashkent City.

Methodology

For several years in our country, many opportunities and benefits have been created for business entities in this area in order to develop the tourism sector, increase the efficiency of

the use of the tourist potential of the regions, improve the conditions for recreation and tourism, as well as organize new jobs in the field of tourism services. Most importantly, there is no need to open a large hotel to take advantage of these opportunities. To do this, work can be started from family guest houses. Family guest house (this is a housing (hostel) that serves up to 10 guests (tourists, visitors) at the same time. In this case, it is necessary that the owner of this housing, together with his family members, reside in this private housing and have the necessary living space, which corresponds to each resident at the expense of 3 m². Such entrepreneurial activity private entrepreneurs. If you do not have enough funds to create a guest house, commercial banks provide loans for a period of up to 300 times the amount of the base calculation (up to 73,500,000 soums), for the organization of activities of private entrepreneurs and family businesses included in the Unified Register of family guest houses and hostels, for a period of Loans are allocated by commercial banks at market rates, which are established independently on the basis of market principles.

Part of the interest charges accrued on this loan is the possibility of compensation at the expense of the state fund for the support of entrepreneurial activity under the agency for the development of entrepreneurship. What rights do the owners of guest houses have? The owners of guest houses have at their disposal the residential building established by the legislation of the Republic of Uzbekistan on housing and the regulations. Owners of guest houses carry out their activities strictly in accordance with the regulations "on the organization of the activities of family guest houses" and other legislative acts on tourism; ensure compliance with the norms of sanitary rules and hygiene norms, as well as anti-epidemic and fire safety rules; must notify the authorized state body in writing or electronically within three working days. As a result of this propaganda and explanatory work, established more than 30 entrepreneurial family guest houses in Zamin, Velvet and Persian districts during the year. The importance of advertising, propaganda work in the development of tourism is great. Last year, on August 20-30, at the International Investment Forum organized in the Jizzah region, the Klister project on tourism in Zamin and velvet districts.

As a result of the implementation of this project, which was presented within the framework of the Forum, the eco-landscape will be enriched and conditions for walking in a quadricycle will be created. Among them are the construction of suspension and rope bridges, the construction of a funikler, the construction of a Mountain Sports Complex, a museum and a data center. This is done in the development of ecotourism, which is now a novelty thanks to the opening of the road between the Mountain Between Zamin-Bahmal, more than a thousand foreign and more than ten thousand domestic tourists visited the Bahmal district in the first half of this year. The Forish District of the region is also one of the regions where Eco is most interested in tourists. The district's rich natural biodiversity is unique. Therefore, there is a great need for guest houses even in this district. More than a dozen guest houses are being built for tourists who come to get acquainted with the nature of the territory in the villages of Ukhum, Asraf, Kohna Forish in the Khazir district. Opportunities for the development of ecotourism in the territory are great, - de A person who wants to open a guest house must be introverted, love people, be able to focus on guests. Here it all depends also on the experience of your trips abroad, whether you have an idea of how hotels abroad work.

On top of this, we do not claim the level of a five — star hotel-the guest house is free of hotel requirements. Here, on the contrary, there should be a family atmosphere, tourists should see

our way of living. We are often accommodated by tourists from Russia, Kazakhstan and Western European countries, mainly family visitors. It can be said that 50% of our audience is family tourists. We rarely cooperate with travel agencies, because guests from sufficiently large groups come to them, and if there are small groups in someone, we accept them. The cost of a room per person is from 150 thousand rubles per day, and for a family-30 This is a big deal, even if the administrator gives you 10-15 minutes. And here the host and hostess diligently talk with each guest, tell about our country, give tips on where to go, what to see. To develop our work, first of all, we use the internet. Booking as part of the opportunity saytlari-Booking.com, Hotels.ru we will advertise in'. If earlier we talk about traditional styles of movement, there is no point in advertising on local radio, the tourist hears him very little.

Preparation of advertising flyers-good for large hotels. Therefore, we focus on online activity. It's too early to talk about how profitable Our Guest House will bring: one season of full-time work is needed to draw conclusions. So far, I have no financial output, but the income is not so much. In October last year, in the first month after our start of work (October), 20 people became guests, the most girl of this season. Results obtained Requirements for the services provided by guest houses are established for the following purposes. Confirmation of the compliance of the guest house with the sphere of provision of temporary accommodation services (the so-called services in the following places); confirmation of the availability of services and the necessary material and technical base recorded by its owner in guest houses; ensuring the necessary level of quality of Service and the safety of visitors (tourists). In the establishment of guest houses, according to Appendix 2 of this regulation, the list must comply with the mandatory conditions.

During the provision of services by the guest house, it is recommended to equip it and have consumer items in it, as well as provide additional types of services according to the list according to annex 2a and 2-B of this regulation. The presence of a data Board in Uzbek, Russian and English, which contains the following information: legal entity tax The presence of a container with a minimum water reserve at the expense of 50 liters of water per person. Daily cleaning of rooms designed to accommodate visitors (tourists) and daily processing (disinfection) of sanitary and hygienic surfaces and kitchen. Sanitary treatment of rooms by deratization, disinsection and deodorization at least once a year. A place for recreation is the presence of a structure (a suitable furnished porch, sofa, shed). The presence of the necessary equipment for Bath toilets (mirror, shelf for wash items, hooks for clothes, towel hanger, disposable means of personal hygiene (soap or liquid soap, shampoo), as well as a set of bath towels (with the possibility of replacing them). The presence of the appropriate equipment and ventilation sanitary and hygienic ring will ensure the normal circulation of air and will not allow unpleasant odors and insects to enter living rooms and public places as follows:

- laundry room;
- calling a taxi;
- fishing and hunting;
- horse riding lessons;
- bathroom, pool, rental of sports equipment;
- availability of car parking;
- attracting guides, roadsters-instructors or local residents.

Periodic training of owners and workers of family guest houses in the field of hotel services and training of personnel in retraining courses. Recommendations for the equipment of family guest houses and the provision of additional services by them are not mandatory and cannot serve as a basis for refusing to be included in the Unified Register of family guest houses and hostels. List of mandatory conditions that are created when organizing the activities of family guest houses. Organization of sanitary and hygienic comfort for visitors (tourists):

1. The presence of a sanitary-hygienic surface, bath or shower cabin for general use.
2. Sewage (water discharge) or (organization of garbage dumping enclosure)

Availability of a mobile or landline telephone connection for general use. Connection to a special electronic automated program that takes into account residents. Registration of residents who are not connected to the World Wide Web is carried out by contacting the relevant territorial internal affairs bodies through the nearest placement tools or tourism and information centers. In the rooms of accommodation of visitors (tourists) there is a set of sheets-volumes by the number of beds or mattresses, beds-mattresses. If the entrepreneur provides funds for the placement of tourists, they will give you an account and list it in the system. Payment passes online through Uzcard. It can be said that it was an important step, it is possible to save a lot of time. Of course, there are also problems — for example, not all institutions accept Visa, Master Card cards. This is not such a big problem, in my opinion, however, guests complain The funds will be allocated at the expense of the Fund for the support of entrepreneurial activity under the Ministry of Economic Development and poverty reduction. Also, now the Tourist Information Center can be accommodated free of charge at transfer points along the state border of the Republic of Uzbekistan.

Certification of fire and tent camp Service is carried out in a simplified manner by introducing a family Guest House, hostel, fire and tent camp into the family guest house and hostel single register on the basis of the Study Act. As you know, now a subsidy is allocated to an investor when his newly built hotel has a 3-star category and a room fund of no less than 50 or a 4-star status and a room fund of no less than 100. The decision also strengthened the concept of a "new fallen hotel". That is, a hotel built on the basis of an approved project as a capital building and structure, or rebuilt in the last ten years without being present in the hotel fund. The use of benefits granted to the subjects of tourism activities in the manner prescribed by law. The owners of guest houses can also have other rights in accordance with the legislation. During the non-seasonal period, the owners of guest houses are allowed to register and submit an application to the tax authorities to temporarily suspend the activities of the guest house and temporarily suspend the calculation of taxes for the recorded period in which they do not carry out their activities Sanitary rules, norms and hygiene norms, as well as ensuring compliance with anti-epidemic and fire safety rules; They are obliged to notify the authorized state body in writing or electronically within three working days of the change in the information entered in the Register of guest houses, as well as the termination of their activities.

The owners of guest houses may also have other obligations in accordance with the legislation. The competent state body is obliged to: Organization of preventive and explanatory work, master classes, trainings and other activities that allow you to familiarize yourself with the procedure for providing temporary residence services, as well as improve

the knowledge and qualifications of guest house employees on a planned basis; Provide comprehensive assistance in organizing and ensuring the effective functioning of guest houses; Owners of guest houses in cooperation with interested government bodies

Conclusions and recommendations

In our country, the sphere of hotel economy has considered at the level of the main state policy from the very first time of independence. All the necessary organizational and legal mechanism for the development of the industry has been created, important regulatory documents have been adopted, and this work continues now. In order to improve the hotel economy in our country, to raise it to new heights, to make our country one of the world tourism centers, it was necessary to create laws associated with the hotel business. Therefore, laws and codes of the Supreme Council of the Republic of Uzbekistan relating to this direction, a number of the Presidential Decree of the Republic of Uzbekistan were developed and implemented on tourism. Many years of experience in hotel management have been accumulated in Western countries. Because, the study of foreign experience undoubtedly plays a big role in improving the quality of service for guests in the activities of the enterprises of the hotel industry.

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