

## Importance of Catering Enterprises in the Development of Tourism and Measures to Eliminate Its Shortcomings

**A.P.Makhmudova**

SamIES, associate professor of the "Tourism" department

**M.Asrorova**

Student of SamIES

**Abstract:** Nowadays, one of the most visible areas in the development of tourism is the catering industry. Catering enterprises are very important in the development of tourism.

**Keywords:** Tourism, Catering, Development, Hotels, Tourists.

In order to develop the tourism sector in Uzbekistan, large funds are allocated for the expansion of the tourist service system and the creation of all conditions for them, new tourist complexes, hotels, rest areas, restaurants, bars, and transportation. The development of tourism at such a pace will definitely have a direct impact on the development of catering enterprises. Because all tourists, whether they are international or domestic tourists, use the restaurant service of catering establishments. Otherwise, people will have to take all their food with them or prepare it and eat it at home. Since visiting tourists do not have such opportunities, they use catering services, and the existence of this situation leads to the development of tourism. Of course, in this regard, tourists also widely use the service sector in catering establishments.

Therefore, as accepted in Western countries, the necessary indicators for each organization are as follows:

- ✓ Highlighting the aesthetic landscape of restaurants with tasteful decoration, creation of high-level conditions of service;
- ✓ Knowing the rules and standards of ethics of employees in the process of providing services;
- ✓ To know and follow the procedures and rules of discipline established in customer service;
- ✓ Recommending and bringing various foods and drinks, as well as knowing the skills and techniques and methods of food distribution;
- ✓ To know the basic rules of table decoration on the table;
- ✓ Compliance with safety and hygiene rules during the service;
- ✓ Sufficient amount of kitchen utensils and utensils, towels and tablecloths.

There are many types of catering establishments and they include:

**A restaurant** is a restaurant that produces a wide range of food products with complex preparation technology, including made-to-order dishes, exotic dishes, pastry and bun products, a wide range of alcoholic, hot and cold drinks, purchased an enterprise that offers products, tobacco products

to customers. European and national dishes are served in the restaurants, as well as a lot of snacks and meals prepared on the basis of individual orders.

**Car-restaurant** is designed to serve breakfast, lunch, dinner, confectionery and drinks to passengers of railway transport and employees of train crews while traveling on the road.

**A bar** is a stand-up service for drinks and snacks (in addition to table service). Depending on the types of drinks and products sold, bars specialize in beer, wine, cocktails, milk bars and other bars.

**The cafe** offers consumers hot and cold drinks, confectionery, dairy products and simple culinary products. Depending on the product or direction, the cafes will specialize in: dessert, ice cream, milk cafe, children's cafe, youth cafe, etc., and music service can be organized in the evening.

**A cafeteria** is a department set up next to a store for the sale of hot drinks, milk, juice, sandwiches, confectionery and other food products that can be consumed on the spot.

A kitchen is an enterprise that provides consumers with breakfast, lunch and dinner.

There are the following types of kitchens:

- ✓ commonly used;
- ✓ industrial enterprises;
- ✓ institutions;
- ✓ constructions;
- ✓ educational institutions.

A small kitchen is an enterprise that organizes quick service to consumers with easy-to-prepare meals and snacks, hot and cold drinks.

The small kitchen will specialize in:

- ✓ kebab house;
- ✓ paddy store;
- ✓ dance room;
- ✓ sausage shop;
- ✓ dumpling shop;
- ✓ cheburekkhana;
- ✓ cake shop;
- ✓ pancake house.

They use methods of self-service and pre-setting complex meals on the tables.

**A teahouse** is an enterprise where serving tea in a kettle is the main type of service. In addition, the teahouse can have a variety of snacks, national sweets, pastries, bread products and other buffet products.

A buffet is an enterprise that provides quick service to consumers with a limited range of hot and cold drinks, cold food and snacks, bread and confectionery products, as well as easy-to-prepare hot and sweet dishes.

The development of tourism is directly related to the improvement of the efficiency and quality of the sectors related to this complex, including the hotel industry. Despite having rich tourist resources, the level of utilization of the available opportunities in Uzbekistan is much lower than required. With the expansion of the scale of tourism, the number of service enterprises, including hotels, continues to increase.

A number of negative situations that negatively affect the growth of tourist trips arriving in our country, including the fact that food in many hotels does not meet modern requirements, the prices of hotel services in Uzbekistan are expensive compared to our main competitors, and often the way of stratification providing services has a great impact on the growth of tourism. The majority of foreign

citizens do not have any information about Uzbekistan, in addition to the high prices of the current prices in Uzbekistan, in some cases, the quality of the offered goods and services does not correspond to this price.

Several suggestions can be made in the issue of correcting the shortcomings of catering enterprises in the development of tourism.

Including:

1. Organization of all infrastructures of hotels, hotel restaurants and various catering establishments at the level of modern requirements and improvement of the existing ones.

2. To improve the efficiency of catering services, it is necessary to organize marketing research on the study of the quality of services from the consumer's point of view and make extensive use of foreign experiences. Improving the qualifications of hotel staff at the level of current requirements. To increase the efficiency of restaurant services, to analyze labor productivity, complaints and suggestions, to study customers, to control the level of satisfaction with the services provided to them, and to develop and implement a mechanism to attract more tourists is the development of tourism and quality service of catering establishments to tourists. leads to an increase in the display level.

3. Increasing attention to quality in today's business requires human resource management services to provide hotel industry enterprises with more qualified employees than before. Qualified employees should be adequately paid for their work, and they should be able to speak at least 3 foreign languages fluently.

### **References:**

1. Abdukhamidov, A. S., & Makhmudova, A. P. (2022). Creating a 3d model of buddhist monuments and developing their interactive maps. *Builders Of The Future*, 2(02), 23-30.
2. Makhmudova, A. (2019). Enhancement of the Ecotourism Efficiency in the Republic of Uzbekistan: Experience of the Developed Countries. *Indonesian Journal of Law and Economics Review*, 3, 10-21070.
3. Aziza, M., & Charos, M. (2023). Ways to Determine the Possibilities of Increasing the Range of New Services Based on Swot Analysis of Hostel Hotels. *Best Journal of Innovation in Science, Research and Development*, 2(12), 174-177.
4. Pirmamatovna, M. A., & Jaloliddinovna, R. M. (2023). Analysis of Management in the Practice of Ecomarketing and Ecotourism Company in the Development of Ecotourism. *Best Journal of Innovation in Science, Research and Development*, 2(12), 178-182.
5. Aziza, M. (2023). Socio-Economic Essence of Modern Concepts of Tourism Development in the Surkhandarya Region. *Best Journal of Innovation in Science, Research and Development*, 2(12), 169-173.
6. Jakhongir, A., & Aziza, M. (2023). The Influence of the Seasonality Factor in Increasing the Range of Services Provided By Placement Media. *Best Journal of Innovation in Science, Research and Development*, 2(12), 188-191.

7. Pirmamatovna, M. A., & Kayumovna, K. Y. (2023). STRATEGIC DIRECTIONS OF TOURISM DEVELOPMENT IN SURKHANDARYA REGION. *Open Access Repository*, 4(2), 34-40.
8. Makhmudova, A. P., & Karimov, A. (2022). Conflict situations in tourism enterprises and ways to solve them. *International Journal of Discoveries and Innovations in Applied Sciences*, 2(2), 103-106.
9. Makhmudova, A. P. (2022). THE MAIN FORMS OF PILGRIMAGE TOURISM. *Builders Of The Future*, 2(02), 139-145.
10. Makhmudova, A. P. (2022). THE MAIN FORMS OF PILGRIMAGE TOURISM. *Builders Of The Future*, 2(02), 139-145.
11. Раимова, М. Д., & Гуломхасанов, Э. М. (2022). МАРКЕТИНГОВОЕ ИССЛЕДОВАНИЕ В ТУРИЗМЕ. *Scientific progress*, 3(1), 475-479.
12. Akmaljon, O., Erkin, G., & Nodira, M. (2022). DIGITAL MARKETING. *Uzbek Scholar Journal*, 10, 112-116.