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СИСТЕМА УПРАВЛЕНИЯ ПЕРСОНАЛОМ В РЕСТОРАННОМ БИЗНЕСЕ

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Resume – the restaurant business is created by people and for people, therefore the personnel management policy is the main direction of its activity. Personnel management in the restaurant business is carried out through the use of a set of specific management methods that are interconnected.

Резюме – ресторанный бизнес создаётся людьми и для людей, поэтому политика управления персоналом является основным направлением его деятельности. Управление персоналом в ресторанном бизнесе осуществляется за счет использования набора определенных методов управления, которые взаимосвязаны.

Introduction. For restaurant business owners, personnel management in a restaurant is considered a frequent problem that must be constantly addressed, since the availability of qualified personnel is one of the most important components of a successful business. The development and implementation of a modern restaurant personnel management system is capable of increasing its efficiency many times over. Due to the correct functioning of the personnel management system, continuous improvement of work with employees is ensured. The essence of HR management is communication between the business owner and the restaurant staff. These relationships are based on methods of influencing the interests, motives and work activities of the restaurant company's employees so that they can be used in the most productive way [1].

Main part. Any form of people management is based on the motives that the employee is guided by while performing his work. In turn, the motive is what makes the employee at the moment act in a certain way, makes his activity purposeful and keeps it at a certain level.

All categories of restaurant personnel are involved to some extent in the sale of restaurant products and services. However, there are basic positions that can have a big impact on the rest of the restaurant staff and diners. Each category of personnel has its own needs and methods of influence. Several categories of restaurant personnel can be distinguished: administration personnel, kitchen specialists and service personnel in the hall. For example, the best motivation for

management personnel would be career opportunities, high income levels and social standing. For kitchen professionals, the reason to work harder may be to recognize their skill in cooking and decorating. It can be both contests for the title of the best professional, and cash bonuses for the number of dishes sold. For service personnel, the motivation will be in the amount of tips received from satisfied customers. Therefore, it is necessary to pay special attention to the development of key personnel in the management of the restaurant business [2].

However, despite the motivation of restaurant personnel, this activity is characterized by the following features: high turnover among line personnel, lack of key management links and a lack of highly qualified management personnel. Based on these industry concerns, restaurant managers can choose specific methods to personalize each of the above categories of employees, influencing, managing and motivating employees to maintain professionalism and improve performance.

Conclusion. Thus, we can conclude that the use of management methods in the complex allows achieving the most significant changes in the restaurant personnel management system. The effectiveness of using one or another method of personnel management depends on its motivation, sequence and implementation mechanism, taking into account the management tasks of restaurant management associated with the search and implementation of modern management methods in the overall complex of methods for managing personnel of a restaurant establishment. Thus, well-trained staff with high qualifications will enable the most efficient running of the restaurant business.

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КОНТРАКТ ЖИЗНЕННОГО ЦИКЛА В СТРОИТЕЛЬНОЙ ОТРАСЛИ РЕСПУБЛИКИ БЕЛАРУСЬ

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Резюме – предметом данного исследования одна из форм государственно-частного партнерства – контракт жизненного цикла в целях решения главных задач строительной отрасли Республики Беларусь. Это позволит привлечь инвестиции, сэкономить бюджетные средства, получить качественные строительные объекты.