

## ORGANIZATION OF MODERN CATERING SERVICES FOR THE LOCAL POPULATION AND TOURISTS

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**Annotatsiya:** *Maqolada hozirgi kunda yurtimizga tashrif buyuruvchi chet ellik turistlar hamda mahalliy turistlarni sifatli ovqatlanish servis xizmatini ko'rsatish muhimligi ta'kidlangan. Shuningdek, turistlarning ovqatlanishini zamonaviy usullari bilan olib borish bo'yicha takliflar ishlab chiqildi.*

**Kalit so'zlar:** *Prezident farmon va qarorlari, ovqatlanish xizmati, ovqatlanishning tasniflanishi, to'liq pansion, yarim pansion, ertalabki nonushta, "Shved" stoli, "Al-lyakart" stoli.*

**Аннотация:** *В статье подчеркивается важность предоставления качественных сервисных услуг питания как иностранным, так и местным туристам, посещающим нашу страну. Также были разработаны предложения по обеспечению питания туристов современными методами.*

**Ключевые слова:** *Указы и постановления Президента, услуги питания, классификация питания, полный пансион, полупансион, завтрак, стол "Швед", стол "Аль-ля-карт".*

**Abstract:** *The article emphasizes the importance of providing high-quality service catering services to both foreign and local tourists visiting our country. Proposals were also developed for providing tourists with modern meals.*

**Keywords:** *Presidential Decrees and Resolutions, catering services, food classification, full boarding house, half boarding house, breakfast, "Swed" table, "Al-la-kart" table.*

**Introduction.** As we know, tourists from various countries are currently visiting our country. Local residents also want to see the historical monuments, cultural monuments, and ancient architectural monuments of our republic.

In our country, many tasks are being implemented to ensure high-quality service delivery. The President of the Republic of Uzbekistan Shavkat Mirziyoyev approved a number of decrees, resolutions, and regulatory legal documents to provide high-quality services to the local population and tourists. These include the Decrees of the President of the Republic of Uzbekistan dated February 3, 2018 No. UP-5326 "On Additional Measures to Create Favorable Conditions for the Development of the Tourist Potential of the Republic of Uzbekistan" [1], dated January 5, 2019 No. UP-5611 "On Additional Measures for the Accelerated Development of Tourism in the Republic of Uzbekistan" [2] and dated February 1, 2019 No. UP-5647 "On Measures for the Fundamental Improvement of the

Public Administration System in the Field of Transport”, resolution No. PP-4229 of March 6, 2019, “On Additional Measures for the Implementation of an Effective System for Ensuring Public Safety at Transport and Tourism Facilities” [3]. These legal documents define the tasks of creating favorable conditions for local and foreign tourists, providing them with high-quality services, and ensuring their safety.

Based on this, among the various services provided to local and foreign tourists, one of the main ones is the organization of tourist meals and the provision of service. Therefore, improving the quality of service at catering establishments is of great importance and one of the urgent problems of our time.

**Research methods.** Observation and analysis methods were used in the study of problems in the implementation of services and methods provided to local residents and foreign tourists visiting catering establishments. Scientific literature on the topic was studied using the analysis method. Conclusions were also made by summarizing the obtained data.

**Analysis and results.** The catering service for local and foreign tourists is different, which can be seen in the classifier of tourist catering enterprises in Figure 1 below.

As can be seen from this figure, catering services vary depending on their characteristics and functions. We provide information on the type of catering provided in this classifier. In this case, breakfast (moderate or full) is provided mainly during the day, in the form of a full boarding house and a half-boarding house [4].

Currently, there are three main forms of catering organization and service provision. These include meals paid in advance by the tourist; meals not included in the cost of the tour package, but with additional payment, and meals with self-service.

The prepaid meal form means that all expenses for meals are included in the cost of a hotel room or tourist tour. In most cases, this can be breakfast, lunch, and dinner, or three meals a day. It is worth noting that in the international tourism system, they are represented by the following terms: breakfast can be continental or full, lunch and dinner – semi-boarding or full boarding [5].

In many cases, beverages can also be included in the price of food. If the meal is not included in the price of the tourist tour, then a second form of meals is used for it, with additional payment for the meal being made at the dining location.

In self-service, which is the third form of dining for tourists not in groups, but in small groups or individually, tourists can either prepare their own food or dine in any catering establishments: restaurants, bars, cafes, buffets, and canteens alongside ordinary consumers [6].

Also, currently in the tourist system of foreign countries, the classifier of economic activity, products and services of these countries includes, among other services, catering services, but in the Republic of Uzbekistan such classifiers have not yet been fully formed. Nevertheless, for tourist trips of local and foreign tourists, the forms of catering services used in the tourism system of this country must be applied, and the types of catering should be as follows: P (GV) - full boarding house (morning breakfast, lunch and dinner), PP

(MV) - semi-boarding house (morning breakfast and lunch; morning breakfast and dinner);  
Z (VV) - only breakfast[5]. These are used in Russia and European countries, therefore it would be advisable to widely use such a form of catering service here as well.

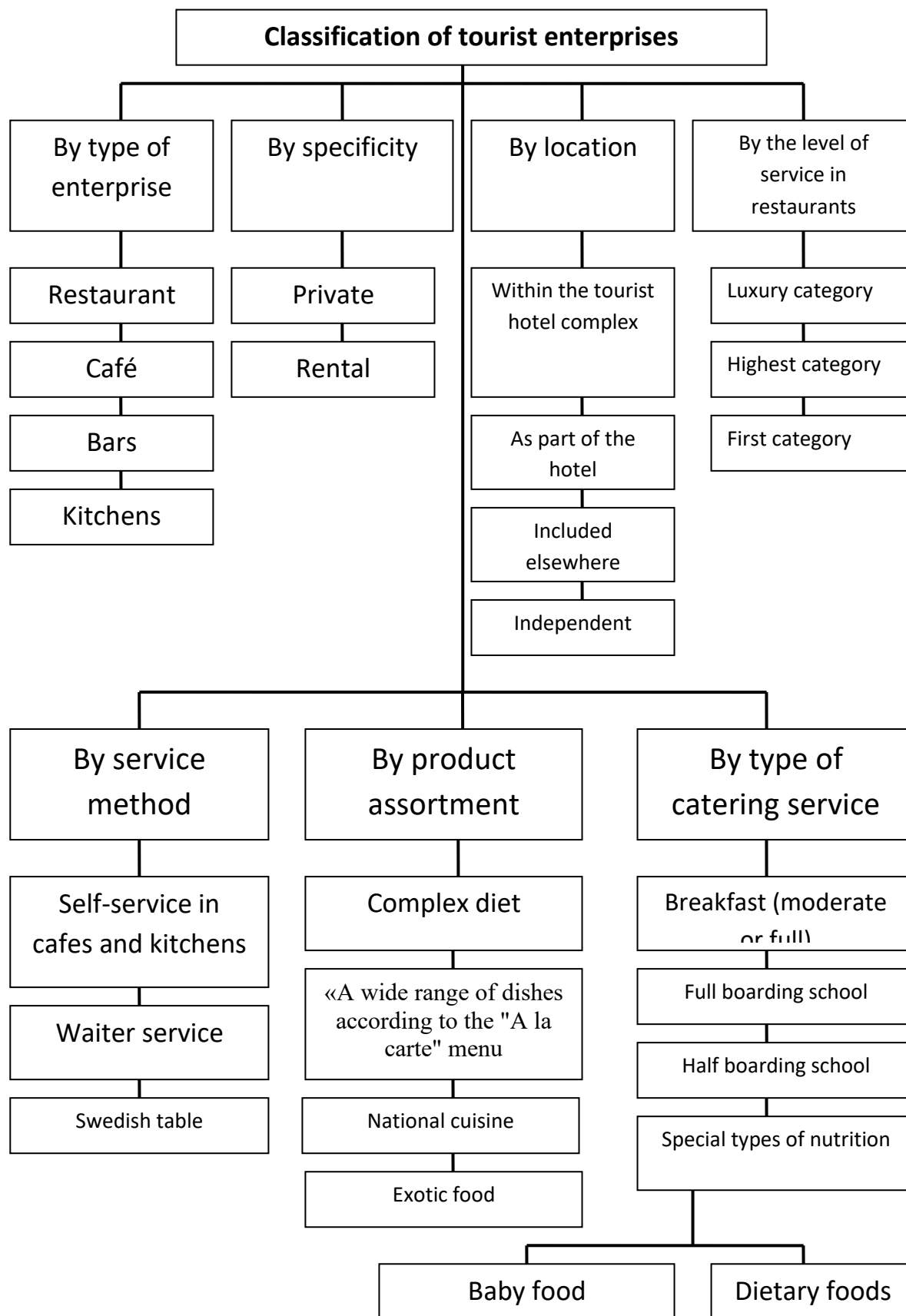


Figure 1. Classification of tourist catering establishments.

In order to improve the quality of service for tourists in catering establishments, the following forms are used: “Swedish” table, “Furshet” table, tea table and buffet, in which they are provided with a choice of dishes from the dining hall and any quantity they want.

In many cases, modern forms can be used: “Tabldot”, i.e., waiters serving a limited number of dishes, and “A la carte”, i.e., selecting dishes from the restaurant menu.

**Conclusion.** Based on the foregoing, it can be concluded that for the further development of tourism in our country, the use of all the aforementioned forms of catering services will be effective. When using any form of dining, if they are performed with Eastern traditions, kindness and respect, politeness and agility, in national clothing or with the addition of elements of national clothing, the uniqueness of the service provided by us in dining is manifested.

In addition, fast and accurate service for more tourists is of great importance in the catering sector. For this, the menus at dining establishments should be understandable to group tourists and their prices should be presented conveniently for tourists. Food should correspond to the expenses incurred and not harm their health. Poorly organized catering services, poor-quality meals, and professionally-grade service can spoil tourists' mood or leave negative impressions, ultimately damaging tourism reputations. Therefore, if catering services for tourists in our country are provided at a high level in a modern form, we will certainly contribute to the development of tourism activities.

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