

## FACTORS AFFECTING SERVICE IN RESTAURANTS (IN THE CASE OF AMERICA)

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**Abstract:** *The article describes the large sales of the restaurant concept and its percentage, the existence of problems in restaurants, and the variety of service services in hotels.*

**Keywords:** *restaurant, hotel, menu, catering services, trade.*

## ФАКТОРЫ ВЛИЯЮЩИЕ НА ОБСЛУЖИВАНИЕ В РЕСТОРАНАХ (НА ПРИМЕРЕ АМЕРИКИ)

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**Аннотация:** *В статье описаны большие продажи концепции ресторана и их процент, наличие проблем в ресторанах, разнообразие сервисных услуг в отелях.*

**Ключевые слова:** *ресторан, гостиница, меню, услуги общественного питания, торговля.*

Currently, the concept of restaurants in the world is developing at a high pace in large shopping centers. With the help of such services, the number of visitors to these shopping centers is increasing, as a result, the volume of sales has increased by 10-30%. For example: There are about 1,000 restaurants of this type in Great Britain. The diversity of these concepts is explained by the concept of "Shahobchas" consisting of a number of cafes and restaurants in shopping centers. Mevenix Marshe restaurant in the center of London serves 7 small restaurants in one section at the same time.

The system of providing food to tourists depends on the form of the tour, the category of tourists, the proximity or distance of the buildings to the construction sites, and other factors. The order of food provision is specified in the ticket, contract, voucher. as a rule, breakfast is served to tourists in the form of a "buffet table" system, which is self-service and what is available in the assortment is carried out according to their wishes. Most breakfasts in hotels are served in a cafe-buffet, in a restaurant or by ordering to the room. Breakfasts are prepared independently in the rooms with minibar and kitchen. According to the "half-board" form of meals, tourists are served a common lunch or dinner at a specified time. In "full board" there are 3-4 meals. Naturally, the form of nutrition of sports, hunting, mountaineering

and other types of individual species (independent) is based on the preparation of independent food from special semi-finished products and concentrates.

In the last 50 years, the problems observed in hotels have not been observed in restaurants. Because restaurants operate as a sub-department within hotel departments. Only in recent years, along with the development of large restaurants and chain companies, the function of organization in these departments has gained great importance. In large restaurants, the manager is responsible for 2 areas. The supervisor (responsible for the cashier and staff) and the assistant manager in the production, purchasing and beverage production departments are formed from the restaurant.

There are 2 important factors of organizational (organizational) tables[2]:

1. According to the scale of the restaurants, there is not much difference in the main work.

2. Effectiveness and coordination between personnel is very important for the success of food service. Another thing to keep in mind is that food service is a personal relationship industry.

A quarter of the food and drink produced in the United States in 1 year is consumed outside of residences in hotels and restaurants. It ranks fourth in the country's retail trade.

The revenue from food and beverage sales in hotels is equal to the revenue from room sales, and even more, making up about 50% of the revenue. Although it is accepted that the services of the restaurant department are a lot of effort, various and highly responsible work, when everything is examined, the total complex work is greatly simplified by the well-organized and well-trained food and beverage department, is sure to be easily managed by a manager with sufficient experience. Food service in hotels is a useful institution if it is well established and supported by a qualified human resource. Otherwise, it will become a hotel department that causes huge losses. A well-developed hotel restaurant may have 5 main sub-units. One of the most important tasks of the food and beverage department is to control the cost of food and beverages. Because situations such as the timely sale of prepared portions, and the fact that items brought to the warehouse and kitchen for a few days do not spoil quickly, increase the cost. Achieving good results requires understanding each phase of food and beverage from purchase to sale. Food and beverage managers have an obligation to constantly monitor these factors and not allow activities to have a negative impact. It should not be forgotten that the hotel has an economic expense, which is spent on food and drinks.

Since the early 1950s, active control systems have been implemented in hotels, which allowed for a decrease in the cost of food and beverages, and a significant increase in the wages of workers. There are 2 important methods of food cost control.

1. Croatia and the Croatian food price system. This system relies on the relationship of cost to sales of everything about the menu.

2. Control method based on cost proportionality. This method approximates the total profit and cost over a period of 2-3 days, taking into account the previous revenue control, not the cost and food sales.

This system is divided into 2 main groups.

1. Estimated sales in advance.

2. Estimated costs in advance.

The following items should always be recorded for the calculation of estimated sales: Breakfast, lunch and dinner volume. Amount of volume sold from table, specials, and menu items. Date, day and which salons were used, special events and the number of regular customers. To control the cost of food in advance; Standard orders are created by specifying the type, quantity, and quality of everything on the menu. Standard recipes are made for each menu. Standard cooking and handling methods are used.

It is administered by a responsible party called the Food and Beverage Control Bureau and administered by the Food and Beverage Controller. The supervisor reports directly to the Food Director. Its task is to collect information from various departments, using this information and the account book of previous periods, make predictions for future periods and compare the realized results according to the assumptions and deliver the results to the departments. The most important problem in food and beverage control is to estimate how many people will be served in different service areas of the enterprise in the coming short periods.

The food and beverage supervisor compares the actual numbers with the estimates based on the day-by-day results of the actual account results of the estimated period next to the estimates (service bill, sales revenue, food cost, cost percentage) and the next period. re-estimates for .

In tourism, the problems of restaurant management are the least studied direction, which types of this industry should be paid attention to, knowing the wishes of travelers, inviting them to the most useful and convenient cuisines, ensuring their safety, meeting their demand. satisfaction and many other types of knowledge are included in the service function. It is very important to study the restaurant business in Uzbekistan and find a way for the world markets. Our historical cities - Samarkand, Bukhara, Khiva, Tashkent and many other historical monuments attract international tourists to these places and thereby create wide opportunities for developing their catering and service.

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