

## Organization of Catering Services for Tourists

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**Abstract:** the article comprises organization of catering services for tourists in tourism developed destinations. We know that catering is one of the main types of services provided in tourism. The main point of the article is that many countries with developed tourism try to provide high-quality catering services. Because every guest wants to eat national dishes at a tourist destination, it is important to provide them with the right and accurate food service. This will further provide additional service and economic benefits to the tourist enterprise. In addition, by providing catering services to tourists, it plays a very important role in promoting the local food and culture of the tourist region to tourists.

**Keywords:** catering service, types of foods, local foods, culture, economy, gastronomy, promotion.

### INTRODUCTION

Development tourism in Uzbekistan, expand the service system for tourists and create all conditions for them, large funds are allocated for the construction of new tourist complexes, hotels, camping sites, restaurants, bars, transport sectors. The development of tourism at such a pace necessarily requires the development of public catering as well, because all tourists, regardless of whether they are domestic tourists or foreign tourists, have to use restaurants or food chains.

Otherwise, people would have to carry all the food with them or prepare and eat it at home. But tourists do not have such opportunities, therefore they are forced to use catering services, and the existence of these conditions allows for the harmonious development of tourism. That is why one of the main types of services in tourism is catering. There is no uniform classification of catering establishments around the world. However, in many countries, catering establishments of a certain appearance (type) are shown separately [1].

One of the most crucial components of the travel and tourist industry is the food or catering sector. This can include providers to hotels and airlines as well as dining establishments and take-out joints. By offering catering goods and services to tourists, the catering and food service industry contributes significantly to the promotion of local culinary specialties and cultural traditions of tourist destinations. With a broad market, significant influence, and numerous job opportunities, the catering and food service industry plays a significant role in the tourism sector and is a key carrier of a nation's or region's brand and culture.

The growth of the international catering and food service sector has recently maintained a quick and positive pace for the growth of tourism. The history of many areas and civilizations has shaped a vast range of catering products as well as various food culture styles. These food service organizations offer

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consumers all over the world quick catering and meal services. It is clear that the steadily growing catering industry has aided in the quickening development of the economy and society [29].

Breakfast, half board, and full board options are always listed under tourist services. Breakfast in the morning and lunch or dinner are included in half board (two times meals). Three meals are included with boarding. The availability of food and beverages (including alcoholic drinks) at all hours of the day and night is one example of an expensive service option.

There are no dining facilities at the hotel, however visitors are urged to eat breakfast at a nearby restaurant even if there are accommodations available. The price of the logging service lowers significantly in these circumstances.

## **LITERATURE REVIEW**

Catering businesses are crucial in today's world in ensuring that consumers' shifting nutritional needs are met. The growth of catering businesses is unquestionably correlated with the social and economic changes that have occurred in our nation in recent years, particularly those that have affected the living conditions and lifestyles of various socioeconomic groups due to both high and poor income. The rich and the poor are both affected by this phenomenon.

The preparation and sale of food and beverages for consumption inside the facility or for takeaway by tourists and local consumers is the major goal of catering businesses. Permanent and temporary outlets and establishments for catering also fall under this category. Seasonal catering businesses operate for no more than six months a year and are only open for a specific amount of time. Vending machines and mobile retail sales terminals are not considered catering establishments. Sites of this kind are separated into two categories: those that are open to the public in all respects and those that cater to particular consumer groups [2].

Every country has food customs that have been practiced for generations. They have a relationship to the country's history, geography, economy, folklore, and religion. Foreign visitors are offered a variety of services as they enter the nation, depending on the degree of service. Food is one of the amenities offered to visitors from other countries. Their opinions of the journey are greatly influenced by the efficiency and level of service they get in cafes, restaurants, and canteens. Each traveler serves as a marketing tool for other travelers; thus, it is critical that first impressions are positive. Without considering the uniqueness of visitors, each nation seeks to serve more national dishes. The catering of tourists must be at the required level, which means that appropriately chosen restaurants, cafes, and canteens must meet the requirements for receiving foreign tourists and must prepare dishes and snacks in accordance with the national traditions of tourists in addition to serving national cuisine [3].

Due to the geographic location, the history of the country, the economy, folk traditions, and religion, it is vital, if possible, to take into account the historically established dietary habits and gourmet preferences of foreign tourists. Tourists can choose from a wide range of extra services provided by catering firms, such as planning festivities, dining in the room, service on the floor, minibars in the rooms, etc. Food is served to tourists not just at their lodgings but also on buses, trains, and other forms of transportation like the air and sea.

A restaurant is a catering business that offers a variety of foods, beverages, and sweets, including branded and elaborate preparations. The arrangement of relaxation and entertainment is linked with the provision of high-quality service in restaurants by qualified cooks, waiters, and headwaiters. There might be a few restaurants in a hotel complex, or there might not be any at all. There are typically two restaurants in large

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hotels that are parts of well-known hotel chains: one that is stylish and branded and one that is smaller and has lower food and beverage costs. The majority of eateries host musical events and concerts [4].

One of the primary components of tourist lodging facilities and their offering is food (accommodation is considered the second most important). Moreover, in this situation, the catering service, which strives to offer the patrons of tourist catering establishments a gracious, high-quality service, is crucial. The catering company is also considering how to organize and manage problems with various events, balls, holidays, fun, and, generally, amusement.

According to a general analysis of the tour-catering complex's operations, there may be a variety of catering establishments, including: a kitchen (dining room, dining-distributing room, snack bar, confectionery); a banquet service department; a floor service department (floor service section, mini-bar section); a bar service department (lobby bar, bars on the floors, pool bar); a cafe, cafeteria, buffet; a catering department (restaurant); and a purchasing department [5].

## RESULTS AND DISCUSSIONS

In order to satisfy consumers' requirements for food and leisure activities, businesses and entrepreneurs created the catering service. A series of tasks carried out by the contracting company in close proximity to the client when selling culinary supplies and recreational activities is referred to as a service process.

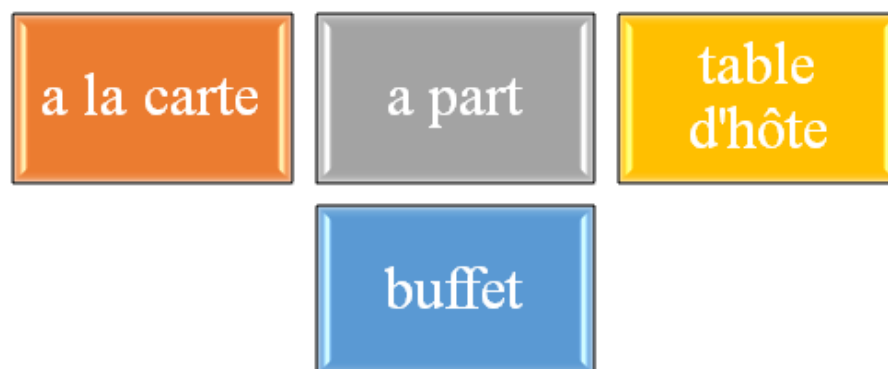
Services should be of a quality that satisfies customers' actual or perceived wants. Catering services must be offered to customers under conditions that comply with the standards of current regulatory guidelines in terms of safety, environmental friendliness, and intended use. The breadth of services offered to customers should match the sort of business being served. The ergonomics requirement, which requires that service circumstances be in line with the sanitary, anthropometric, and physiological needs of customers, must be taken into consideration when providing services. The comfort of service is guaranteed when ergonomic criteria are followed.

The offered service must adhere to aesthetic standards. Aesthetics is defined as the harmony of the architectural and planning solution of the business's premises, as well as the service standards, such as the appearance of the wait staff, the way the tables are set, and how food is presented. Complete, trustworthy, and timely information regarding the service being offered to the customer is required [30].

Along with accommodation, catering services are the backbone in tourism, with the help of which the physiological need of tourists for food is satisfied.

The tourism industry is characterized by such types of catering establishments as a restaurant, cafe, bar.

When catering for tourists, various methods of service are used: "a la carte", "a part", "table d'hôte", buffet.



### *Types of menu*

When using the "a la carte" method, guests from the card choose the menu of dishes and drinks what they like best. The order is transferred to the kitchen and cooking begins immediately.

"A part." With this method of service, guests, having previously made an order, are served at a set period of time. Very common in holiday homes and resort hotels.

"Table d'hôte". Guests are served at the same time and on the same menu.

The buffet offers a wide selection of dishes with free access: you can take anything you want in the quantity you want from what is offered and displayed.

Catering companies offer tourists a variety of additional services: organization of celebrations, meals in the room, service on the floor, mini-bars in the room, etc.

Tourists are provided with food not only in places of stay, but also during the journey by air, water, and rail transport [31].

The beneficial effects of other components of tourist travel are enhanced by food, which is a necessary component of recreation. From this vantage point, it appears that one of the tourist product's least-studied components is food. Due to the requirement to examine a large number of objects that may affect the traveler's perception during his journey, its influence is fairly challenging to analyze.

A key emotional regulator of travel appreciation appears to be food as well. At the conclusion of the trip, the customer typically reflects on the vacation, talking about the cuisine, its quality, the aroma of the local items utilized, and the novelty of the meal that left the most effect on him. Thus, factors such as nutrition that were not considered at the beginning of the choosing are used to create happiness from the acquired trip.

On the other hand, food is a separate aspect that affects a traveler's decision because the cuisine reflects the history, culture, religion, customs, techniques of service, and the usage of certain ingredients.

The original cuisine must go through some "tourist makeover" by producing an altered version in order to be in demand. Filtration typically occurs at businesses that cater to tourists. Following approval, the regional food item becomes well known after winning over tourists. Ambassadors are typically vacationers from the periphery. When core tourists embrace an authentic product, it gains appeal and can subsequently be further developed as a brand [6].

Selling a product on time and providing all necessary services are two requirements for satisfying customer requests and selling meals and services to tourists. For instance, prompt service is essential in a restaurant or hotel, including the quickness with which the customer is served and the ordered food is delivered to the table. Additionally, the type of labor that employee performs—i.e., the type of service provided—determines the caliber of the service provided in restaurants. These service providers include waiters, wardrobes, administrative assistance, and others.

The service quality and indicators of this activity in the field of catering are as follows:

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	organization of served food, hot and cold dessert and food quality at a high level
	the variety of the assortment of dishes served in the restaurant, the suitability of the customers for the type of drinks and other products
	during the meal, it is necessary to be polite to the person being served, to use the menu cards, and to pay attention to the needs of the customers
	Ensuring the speed of execution of the customer's order and different methods of payment of the meal after finishing the meal
	waiters must comply with all rules during serving customers, pouring wine and drinks into glasses and glasses, and other similar services
	ensuring cleanliness and comfort in the hall, personal hygiene, appearance should meet the restaurant categories

Food and beverages are consumed in the catering industry at set rates and in accordance with established certification and criteria. The essential necessity is delivery to customers [1].

The geographical conditions of the state, national customs and religion all affect many aspects of eating. They also depend on the historical and economic development of the population. Fish and other seafood so take up a considerable portion of the menu in nations that border oceans and seas, whereas livestock and forestry products make up the national cuisine of nations that are landlocked and far from the sea.

Therefore, food is a tourist service that fulfills not only the biological need for nourishment but also the desire for entertainment, understanding of the local culture, and enjoyment. It is important to consider not only the peculiarities of the culture of foreign tourists but also the methods used for processing products, seasoning dishes with spices and seasonings, combining products with sauces and side dishes, etc. when creating a menu and serving foreign tourists dishes from the national cuisine of the peoples of our country [7].

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