

CONCEPTS RELATED TO THE CONTENT OF SERVICES PROVIDED IN HOTEL ESTABLISHMENTS CONTENT

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Abstract: This article explores the theoretical aspects of concepts related to the content of services provided in hotel businesses.

Key words: tourism, hotel industry, population employment, gross domestic product, sector, hotel, service sector, need, social sector, hospitality, guest.

In human history, there have been many services that arose from vital needs. One of them is the services provided by the hotel industry ¹. Because people's travel from one place to another for various reasons (business trips, recreation, tourist purposes, treatment and other types of hospitality) has been going on since ancient times and is now becoming a very active process that has become part of our lives. Therefore, this type of service is also developing in the service system.

The services provided in the hotel industry also have their own characteristics in the service system. In order to identify and study them, it is necessary to clarify a number of terms related to this service. These include "Guest", "Hotel", "Hotel Management", "Services provided by the Hotel Industry", "Hotel Business", etc. As a result of developing definitions of these concepts, the specific characteristics of the services provided by the hotel industry will be clarified.

There are various opinions on these concepts in scientific literature. However, we will explain our views based on the explanations given in the 5-volume "Explanatory Dictionary of the Uzbek Language".

The "Explanatory Dictionary of the Uzbek Language" notes that the word "Guest" is derived from Persian and ²means "guest, visitor." Then it gives three explanations. 1 A person who has visited (went) on the occasion of a wedding, banquet, etc. 2 A person invited from abroad to a meeting, gathering, council, etc. 3 A person who has visited from abroad, temporarily stayed ³. Summarizing these, it is possible to develop a definition of the word guest. In our opinion, we think that the following definition should be given to a guest. **When we say guest, we mean a person who has temporarily visited a city (village, home) for various purposes (meeting, gathering, council, wedding, banquet).**

The word "hotel" is also given two definitions in this dictionary, indicating "(guest + room)". "1 A house where guests are expected. 2 A building consisting of rooms equipped for the temporary stay of travelers" ⁴. It is clear that if a hotel is used in a general sense, it consists of a room or special building such as a house where guests are received. However, it is also necessary to give its scientific definition. In our opinion, a hotel can be defined as follows. **When a hotel is said, it is a special place that welcomes guests who come for various reasons and provides them with comfortable living conditions for a short time. the building is understood.**

¹Ortikniyozovich FU The role of health in improving the living standards and welfare of the population //ACADEMICIA: An International Multidisciplinary Research Journal. - 2021. - T. 11. – no. 4. - S. 401-405.

²Explanatory dictionary of the Uzbek language: more than 80,000 words and word combinations. Vol. II. / Editorial staff: T. Mirzaev (head) and others; Institute of Language and Literature of the Academy of Sciences of the Republic of Uzbekistan. – T.: "National Encyclopedia of Uzbekistan" State Scientific Publishing House, 2006.. – p. 586.

³In that place. – page 586.

⁴In that place. – page 587.



The word combination “hotel enterprise” is not mentioned in the “Explanatory Dictionary of the Uzbek Language”. This word is different from a hotel. Firstly, a hotel is not always opened with the aim of making a profit. For example, a hotel in a private house can be cited as an example. However, a hotel enterprise is often organized on an entrepreneurial basis and is organized with the aim of receiving a certain fee. Secondly, economic activities are not always carried out in hotels. However, economic activities are carried out in hotel enterprises, and it is registered as a business entity, has received an appropriate license and is obliged to pay part of the profit to the state budget in the form of taxes. Based on this, a hotel enterprise can be defined. A hotel enterprise is understood as a legal or physical person engaged in the activity of providing services to guests, registered as a business entity, having an appropriate license to engage in this activity and having the obligation to pay part of the profit to the state budget in the form of taxes in order to create appropriate conditions for guests.

The expansion of hotel activities does not happen by itself. As is known from world practice, the development of tourism leads to the growth of the country's economy, the development of underdeveloped regions, an increase in employment, and the improvement of the culture of the population ⁵.

Another important aspect of the development of this sector for Uzbekistan is that it is also a decisive factor in providing employment to the unemployed population in rural areas of our country ⁶.

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⁵Kholikulov A., Yuldasheva N. Conceptual directions of improving service quality in hotels and scientific-theoretical and methodological issues of its assessment //Obshchestvo i innovatsii. - 2021. - T. 2. – no. 2. - S. 76-86.

⁶Ortikniyozovich UF The Significance of Theoretical Concepts of Services and Service Activity //American Journal of Economics and Business Management. - 2022. - T. 5. – no. 6. - S. 43-45.

