IMPORTANT ASPECTS OF THE INTERNATIONAL HOTEL CLASSIFICATION SYSTEM

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Cover Page Footnote

Erratum

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ВАЖНЫЕ АСПЕКТЫ МЕЖДУНАРОДНОЙ СИСТЕМЫ КЛАССИФИКАЦИИ ОТЕЛЕЙ

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Annotation: This article provides a brief overview of the types of accommodation facilities in the international and the Republic of Uzbekistan and their classification in accordance with international standards.

Keywords: globall, industry, currency, guide-tour, tour-agency, tour-operators, crowns, British Travel Authority, comfort, standard, Luxurious, certificate, Motell.

In the current era of globalization, the tourism and hotel industry in Uzbekistan is becoming an integral part of the economy. Tourism and hotel industry play an important role in the economy of our country, these sectors are not only social and cultural, but also bring a large inflow of foreign currency. In addition, there is a great impetus for the development of other small, medium and large forms of business related to this area, such
as hotel business, tour agencies, tour operators, travel agencies, etc. subjects can be given as an example. Cooperation with foreign countries in the field of tourism and the construction of hotels in accordance with the new international standards, public partnership and private, not only increase the income of the population, but also create new jobs.[1]

The network of accommodation facilities has undergone significant changes in recent years. To further develop the hotel industry, the head of our state has signed decrees and resolutions on the construction of a network of hotels that meet international standards. In addition, a number of new projects are being implemented, such as specialization in the hotel industry and the introduction of modern information technologies in the hotel industry. In Uzbekistan, hotels are also divided into categories based on international standards. These categories are divided by stars, the number of stars increases depending on the quality of services, the increase and decrease of hotel customers depends on the quality of services provided by these vehicles. However, problems such as the classification system of tourists visiting our country today and the decline in the quality of service are worrying. [2]

There are currently 5 main classification systems known in the world, which are based on a high level of service quality. Currently, the following classification systems are widely used around the world:

1) The European classification system or "star" system. It is based on the French classification system. It is based on the classification of hotels from one to five stars. Such a system is used in the United States, France, Australia, Hungary, Egypt, Russia, and other major countries around the world;

2) A system of letters is used instead of stars (A, V, C, D), this method is widely used by the Greek state;

3) It is a system of "crowns" on the basis of special royal symbols. This method is applicable in the UK;

4) According to the Indian system.

The Indian system of hotel classification is particularly prevalent in economically developing countries. The system also divides hotels into 5 categories: "one-star", "two-star", "three-star", "four-star", "five-star", and the category is evaluated by a special control commission. For example, the "1 star" category: a hotel in this category must be located in a good area, in a suitable building for the hotel (high score of 15 points); customer contact staff must know English for the job (high score 5 points). To get the "2 stars" category you need to score 150 points, for the "3 stars" - 210 points, for the "4 stars" - 250 points, for the "5 stars" - 290 points. In world practice, there are several classification systems within a country. [3]

<table>
<thead>
<tr>
<th>Degree</th>
<th>Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 star</td>
<td>Budget hotels</td>
</tr>
<tr>
<td>2 stars</td>
<td>Tourist category hotels</td>
</tr>
<tr>
<td>3 stars</td>
<td>Medium class hotels</td>
</tr>
<tr>
<td>4 stars</td>
<td>First class hotels</td>
</tr>
<tr>
<td>5 stars</td>
<td>Luxury hotels</td>
</tr>
</tbody>
</table>

Table 1. Hotel classification system.
In addition to the 'crown' system, the UK uses a classification system provided by the British Travel Authority, an association of British travel agencies. In order to form the "crown" system in England with the "star" system, it is necessary to subtract one "star" from the total number of "crowns", for example, 4 "crown" levels are equal to 3 "star" levels. The hotel classification system proposed by the UK agencies discussed above also provides for such compliance.

Although there are currently several European classification systems, the French classification system and the German classification system are leading in these systems, as exemplified by the German classification system.

### Table 2. German classification system.

<table>
<thead>
<tr>
<th>Degree</th>
<th>Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 star</td>
<td>Tourist type</td>
</tr>
<tr>
<td>2 stars</td>
<td>Standard category</td>
</tr>
<tr>
<td>3 stars</td>
<td>Comfortable type</td>
</tr>
<tr>
<td>4 stars</td>
<td>The first category</td>
</tr>
<tr>
<td>5 stars</td>
<td>Luxury type</td>
</tr>
</tbody>
</table>

The requirements of the classification system of the French state, which is the leader in Europe in the field of hotels, are recognized worldwide, and hotels in this system are classified according to the following criteria:

A) fund of numbers;
B) common buildings and rooms;
C) hotel equipment;
D) comfort of living space;
E) service;
F) due to the facilities created for the disabled and semi-disabled people; [4]

The number of hotels in our country is growing from year to year, and the quality of their services is in line with world standards, increasing the level of resistance to international competition. Of course, accommodation facilities located in the territory of our republic are also classified on the basis of state standards. In our country, too, a star system is provided, and as the quality of services increases or decreases, the number of stars increases or decreases accordingly. Today, the State Committee for Tourism Development takes into account the following criteria for certification of hotels:

1) fund of numbers;
2) the building and the surrounding area;
3) technical equipment;
4) number and category of services;
5) employees and their professional training;
6) public catering;
7) quality with furniture;
8) sanitary and hygienic equipment of rooms;
9) professional training of employees;
10) type and quality of services provided;
On March 13, 2014, an important innovation related to the hotel industry in the Republic of Uzbekistan was the permission to establish family-type hotels designed to acquaint foreign tourists with the national culture and way of life and traditions. In addition, in accordance with the Decree of December 2, 2016 "On measures to ensure the accelerated development of the tourism industry of the Republic of Uzbekistan" [5]

The following are allowed for hotel accommodation:
1) compulsorily sell only 25 percent of their income in foreign currency in the prescribed manner;
2) payment for hotel services by foreign citizens is made in a freely convertible currency, except for cases when payment is made by state and budgetary organizations of the republic;
3) when legal entities commission at least 4-star hotels and motels, they are exempt from corporate income tax, land tax and property tax, as well as a single tax payment for a period of 5 years;

After the above-mentioned benefits, the hotel industry in our country began to develop further, and now there are 750 hotels, but all of them do not meet the requirements of state standards. Uzbekistan has more than 7,300 ancient architectural and archeological monuments with a rich historical and cultural heritage. Most of them are located in Samarkand, Bukhara, Khiva, Shakhrisabz, Termez, Kokand and Tashkent. More than 200 historical monuments and monuments of our country are included in the UNESCO World Heritage List. Based on these data, the number of hotels that meet the standards is declining relative to the influx of tourists. In order to increase the number of tourists visiting Uzbekistan and improve the quality of service in hotels on a competitive basis, the following measures should be taken to develop general parameters for accommodation in accordance with established state standards: [6]
1. To study the standards of the last 3 years of the world classification system;
2. Launch of new and planned hotels on the basis of specific standards;
3. Establishment of special commissions in the regions for service quality control;
4. Increasing the competitiveness of hotels and optimizing the number of services, as well as the prevention of monopolies;

Immediate implementation of the above measures will not only lead to great achievements in the field of tourism and hotel, but also improve the quality of services, improve foreign economic relations of enterprises and organizations in the field of tourism and hotels, and increase the number of foreign investments. serves as an important factor in growth.

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Mohinur Nurfayziyeva. 2019 y.
26 Микросателлит маркерлардан фойдаланиб, айрим гуза навларининг генетик паспортни яратиш
Аманбоева Р.С, Кодиров Д.М, Комилов Д. Ж, Кушанов Ф.Н .......................................................... 153

27 Бугдой навлари дони таркибидаги клейковинага тупрок шурланишининг таъсири
Абдикулов З.У ........................................................................................................................................ 159

28 Фаргона водоийси шимолий кисми флорасининг қискача таҳлили
Наралиева Н. М, Иброхимова Г.А, Эргашева Г. О ................................................................. 164

29 Тупрок агрокимёвий хоссалари ва гуза хосилдорлиги турли биопрепаратларнинг таъсири
Абдурахмонов Н.Ю, Мансуров Ш. С, Каландаров Н.Н, Собитов Ю. Т, Пулатов М К.. 170

30 Сальмонеллага карши поливалентли бактериофагнинг клиникагача булган тадкикотлари
Жуманиязова М.Б,Давранов К. Д, Икрамов А.Я ................................................................. 175

31 Тахтакуъир тумани үтлоқи-аллювиал тупрокларнинг биологик фаоллиги
Набиева Г. М, Махкамова Д.Ю, Игамбердиева Д. А ............................................................. 182

32 Повышение урожайности хлопчатника сорта порлок-4 использованием биопрепаратов при персонализированном сельском хозяйстве
Рахматова Н. Р, Дарманов М. М, Нарматов С. Э ............................................................. 187

33 Особенности ведения беременности и родов у женщин с различной степенью анемии , страдающих активным туберкулезом.
Хакимова Р. А, Маматова И. Ю ............................................................................................................ 195

34 Опыт определения аллельного полиморфизма гена соматотропина местных коз и их помесей в Республике Узбекистан
Хусейнова М.А , Владимир В.З, Нам Ирина Яновна ................................................................. 198

ИКТИСODIёт фанлари
08.00.00 Экономические науки
ECONOMIC SCIENCES

35 Халкaro мекмонхоналар таснифлаш тизмиминг муҳим жиҳатлари
Irisboyev Sh.N ................................................................. 205

ФАЛСАФА ФАНЛАРИ
09.00.00 Философские науки
PHILOSOPHICAL SCIENCES

36 Evolution of ideas and views on the development of democratic society and spiritual renewals
Turdiev B. S ........................................................................................................................................ 210

37 Жамиятда ёшларнинг мехнатдан бегоналашуви ва унинг ижтимоий фалсафий жихатлари
Аллаобов Ж. Ж ........................................................................................................................................ 217

38 Газзалий ва Декарт: замонавий фалсафий тафаккур тараккиёти
Кодиров Д. Х ........................................................................................................................................ 223