

– carrying out reforms in the education, health care systems, reducing inequalities, pursuing a rational demographic policy, stimulating employment;

– international assistance in solving the problems of backwardness of various countries;

– official assistance from developed countries and international organizations to developing countries;

It is necessary to fight poverty not only at the expense of social benefits, but also at the expense of helping the poorest citizens to increase their «earned», and not the income given by the state.

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HUMAN RESOURCE MANAGEMENT IN RESTAURANT BUSINESS

One of the common traits of a successful restaurant is a strong restaurant staff that works tirelessly to deliver top-notch service to the customers. Customers visiting a restaurant are not doing so merely for the food but for the experience and the service which is created by the right staff. However, with severe competition in the restaurant industry, high rentals, and rising costs, hiring the right staff and creating the correct human resource structure for restaurants remains as one of the biggest challenges for restaurant owners. According to a survey by Toast, 46 % of restaurateurs listed hiring, training, and retaining restaurant staff as their № 1 challenge.

It is no secret that happy staff is productive staff. Well trained, efficient, and motivated restaurant staff can do wonders for the customer service.

So we need to know some basic problems of this sphere and some rules how to to **motivate restaurant employees and increase productivity**.

The most important aspect here is he basic policies required by law. Below are policies of prime importance:

- work hours
- worker's compensation
- medical leave
- pay [1, p. 7].

I conducted a survey among the employees of 5 restaurants that are situated in Minsk. The workers were of different job positions, from the cleaners to the administrators. 15 people were interviewed. There were just 2 simple questions «Do work hours satisfy you?» and «Does your

wage satisfy you?». The answers to the first question were: «Yes, want more» — no people, «No, want less» — 10 people, «It does not matter» — 5 people. And to the second: «Yes» — 4 people, «Not sure» — 5 people, «Absolutely not» — 6 people.

The result of the survey you can also see on the pictures № 1 and № 2. From this situation we can conclude that the majority of the workers are dissatisfied with their position, moreover they are not motivated at all and they don't have desire to work. This picture is very disturbing and from my experience in a restaurant industry, I can say that I saw only one person who was satisfied with everything: the restaurant director. That's why we must pay attention to this problem and try to solve it.

So how to motivate restaurant employees and increase productivity? There are 7 golden rules:

- train your restaurant staff;
- ensure good working conditions;
- have fixed shifts and overtime policy;
- provide wholesome meals;
- incentive program;
- have a clear hierarchy;
- have longevity bonus.⁴
- handle compliments and criticism well;
- focus on the right people, not their expertise [2, p. 27].

You can teach certain job skills but you can't train someone to have passion and be energetic.

Every person working for your restaurant is an integral part of the organization and is an integral part of the human resource structure for restaurants. It is essential to take care while hiring someone, train them right, and keep them happy to retain them. The right attitude to the staff will lead to increased productivity and prosperity of any restaurant.

References

1. *Mill, R.* Restaurant Management / R. Mill. — 3rd ed. — New Jersey : Prentice Hall, 2015. — P. 5–8.

2. *Победноосцева, Е.* Все дело в людях. Ваш ресторан: как из персонала сделать команду. — М. : Ресторан. ведомости, 2017. — С. 26–27.