

Developing employee skills in Food and Beverage Department in tourist hotels in Fayoum Governorate	عنوان البحث
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<p>This research aims to shed light on the most important mechanisms and methods that help raise the skills of workers in the Food and Beverage Department in Fayoum tourist hotels. This study was limited to tourist hotels in Fayoum Governorate, and the research sample consisted of a group of hotel clients (200) and other hotel managers (45) under study, and a questionnaire was directed to each category. The study was subjected to a set of statistical analyzes using the SPSS program, which included (frequencies, averages, standard deviations, T-test, F-test, as well as the multiple regression test. The results of the study confirmed the strong relationship between training and raising the skills of workers in Fayoum hotels, and then increasing the rate of job satisfaction for workers. As for the effect of training on the perceived service quality in its seven dimensions through the results of multiple regression analysis, it was not significant according to the opinions of a sample of hotel managers under study. Also, customer evaluations of the perceived service quality dimensions using the SERVQUAL scale after providing the service were limited to between 2.5 and 3 values, which show the impartiality of customers' opinion in determining the level of service quality provided to them.</p> <p>The study presented a set of recommendations that concern the hotel sector in Fayoum Governorate, as well as a set of recommendations that serve the purposes of academic research. The study recommends conducting more scientific research on the causes of employee satisfaction and its impact on service quality.</p>	الملخص باللغة الإنجليزية