

Food Security and Catering

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Abstract: The article discusses aspects of catering services, their features, typical culinary products and accompanying beverages. Especially important is the organization of culinary production and sale of finished products. The authors show the features of Bulgarian catering based on the example of the Bulgaria Air airline company. The authors analyze the types of public catering and events based on public catering, as well as some of the main technological and organizational aspects of public catering and culinary production, emphasize the need to comply with the hygienic and technological requirements of public catering, to ensure healthy and safe food, as well as consider the methods of preparation and ensuring the safety of products in catering. By the example of Bulgaria, the authors analyze requirements for offsite catering service, consider food safety standards applied in the EU, state a need to follow quality standards, a methodology for the analysis of risk and critical points, ensure complete quality control, and draw a conclusion about the necessity and indispensability of catering. Catering represents a new economic stage in the food industry development. It has undeniable advantages over traditional forms of meal services, increases labor productivity in the foodservice industry, and reduces labor costs. It is especially indispensable for providing food services to schools, hospitals, and other public organizations, as well as passengers of various means of transport. People prefer not to be distracted from their production activities and order food for work, conferences, events, and home.

Keywords: service of organizations, catering, culinary products, culinary catering.

1. INTRODUCTION

Public catering organization and management are an integral part of the contemporary food industry (Shaytura, Kozhaev, 2016; Khoroshko, Sinyukov, 2016). At that, the main problem is the production of nonperishable food that retains its taste qualities for a long period and remains safe for human health. The problem of rational and economical use of food is increasingly understood by mankind. It is believed that the loss of food raw materials is caused by high competition among producers of food raw materials for improving the quality and appearance of food products and increasing their shelf life (Berketova, Volodina, 2020; Berketova, Savina, 2016). A significant amount of unused products negatively affects the ecology of the planet due to the generation of toxins and greenhouse gases, which in turn lead to pollution of the environment, reservoirs, and air.

The second problem related to the first one is that the labor intensity increases, and there is no time for people to spend visiting foodservice outlets. People are increasingly choosing to have a meal at the workplace, an educational institution, or the site of the event (Tyger et al., 2016; Goryacheva, Kostikova, 2016; Sultaeva, 2011; Lapshina, Sokolova, 2014). Catering is a diverse and complicated socio-economic activity in the service sector, focused directly on the individuals to meet their needs for food, beverages, and related services at any time and in different places.

The catering industry is developing in parallel with international tourism, improving communication, economic, social, political, and technological processes in society. The activity is quite complicated, constantly improving and developing in a highly competitive market. Catering relates to the service sector and is involved in searching, offering, and meeting the wishes and requirements of its customers. These efforts result in continuous expansion and improvement of this service all over the world.

The main focus is on organizing events, serving private and corporate clients (Artemyev, Sabitova, 2019; Scherbina, Bukreev, 2017). The organization of public catering is given great attention in educational institutions oriented on business and service (Platonova, Krivosheeva, 2015; Platonova, Vapnyarskaya, 2016; Dolmatova, Baklanova, Bezsheyko, 2018). The article provides a comparative analysis of the development and security of catering in Russia and Bulgaria considering the main legislative acts that ensure the safety of public catering in both countries.

Materials and Methods

The purpose of catering is to supply food, serve, and take care of the customer, offering a wide range of services based on the appropriate organization and technology, as well as to ensure the necessary logistics for the organization of any outsourcing based events (banquets, celebrations, receptions). Usually, the term catering refers to the supply of food and the provision of food services (Lisichkina, Dmitrienko, 2015; Tokarev, 2015; Zakirova, 2016).

Initially, this term was coined in professional terminology and is becoming over time more and more popular among a wide range of consumers. The foodservice industry is defined differently, but usually, as an activity in which food and beverages ordered over the phone or via the Internet are provided to people either at home or somewhere else (Nedkova, 2017; Nedkova, 2019; Shaitura et al., 2018a).

Other definitions of catering are related to a variety of entertainment services for different occasions. Various definitions of foodservice industry define it as a combination of services which include food and beverage delivery, providing service, decoration of premises, video filming, ensuring quality sound, offering music programs, etc. Thus, the functions of a catering enterprise include culinary production, service, entertainment, and other additional services (Nedkova, 2017; Nedkova, 2019).

RESULTS

The research results described in the article concern the analysis of the features and essence of catering, as well as a review of the most well-known areas of its application, and an assessment of methods for ensuring food safety of catering.

Catering in Bulgaria

Bulgaria Air company, the national carrier, offers its business class passengers onboard meal menu (Nedkova, 2017; Nedkova, 2019). The four-level menu is developed according to European culinary tastes in combination with traditional Bulgarian dishes and products, which among others include sour-milk products and brynza cheese typical for Bulgaria.

The business class food menu consists of various types of salads, cold appetizers, main dishes and desserts, which change every month. The menu depends on the flight distance and season. The range of dishes includes grilled chicken fillet with elite rice and aromatic sauce with mushrooms, tender Norwegian salmon fillet with fried potatoes and various grilled vegetables, chicken breast with butter, garnished with spinach, basmati rice, and Philadelphia cheese or tender boneless pork fillet served with Imperial rice, cherry tomato confit, and mustard sauce.

The airline offers passengers various types of fresh salads, traditional Bulgarian dishes, such as egg and cheese pie, and gourmet snacks, namely, goose pate or tenderloin of local meat, cheese, and herbs. The menu includes a variety of desserts such as brownies with chunks of walnuts and dark chocolate cheesecake with chocolate chip cookies and cold vanilla cream made of seed. The key prerequisites that affect the development of public catering in the Burgas region include the following:

- Favorable tourist and geographical location in terms of the attractive natural environment, favorable climate, healing mineral springs, and valuable cultural and historical attractions.
- Burgas is the first important commercial port in Bulgaria, marked on all sea maps.
- Burgas airport has the best technical characteristics in the country and serves all types of aircraft at any time.
- Developed capabilities in almost all economic sectors, experience, and traditions, as well as skilled workforce, are prerequisites for the development of the region.
- The region is highly industrialized. Tourism, agriculture, and transport contribute to the economic development of the region.

Critical industries are the following:

- petrochemical (oil refining) industry, which accounts for 70% of industrial production;
- food and wine industry accounting for 12.2%;
- electricity and heat generation accounting for 3.6%;
- textile industry accounting for 2.4 %.

BAT Catering, North Star EOOD, Cool Place, Party Service Chris, Party Agency Krigeia, and Elite Wedding Agency are regional companies operating in the offsite catering market in Burgas. Offsite catering, as an additional service, is also offered by hotel complexes and high-class restaurants in Burgas, such as Bulgaria, Mirage, Burgas, Aqua, Atagen, Golden Riton Resort, as well as aviation catering companies Burgas Airport and Panj 2000.

Some of these operators, such as BAT Catering, North Star FOOD, and the Cool Place chain provide classic offsite catering, as well as general event management and service. Other companies work with subcontractors on food and beverage preparation and delivery, providing service, animation, interior design, and more. All companies providing offsite catering in the region have the necessary core facilities and permanent staff for rendering services at various scale events. According to the authors, the analysis of offsite catering in the Burgas Region has revealed the following strengths:

- Offsite catering activities are concentrated in a regional city, which is a major economic, commercial, cultural, and tourist center that is crucial for the market development and demand for catering services;
- The development of tourism in the region and the increase in the number of tourist sites increase the number of potential users;
- Presence of a large number of industrial enterprises, shopping centers, institutions, representative offices of foreign companies, etc. which require catering services for corporate events;
- The availability of significant workforce in the region;
- Availability of educational institutions that train personnel for service activities, such as, “Prof. Dr. Assen Zlatarov” University, Burgas Free University, as well as 17 professional secondary schools and private colleges;
- Increasing consumer demand and interest in the catering service, as it saves time and effort;
- Managers and owners of all catering companies in Burgas have the necessary professional qualifications and many years of experience in the restaurant and tourism business;
- Companies have relatively good knowledge of market requirements and needs;
- Ability to respond quickly in unexpected situations;
- Striving to implement innovative products;
- Offering various services included in the package;
- Business orientation to the needs and desires of consumers.

Catering in Russia

The history of catering services development in the Russian Federation is relatively recent (Tyger et al., 2016; Goryacheva, Kostikova, 2016; Sultaeva, 2011). The first catering services outside restaurants emerged at the turn of the 20th-21st centuries. The leaders in the catering development were restaurateurs in Moscow and St.

Petersburg. This type of activity turned out to be very promising and in-demand among consumers, both individuals, and public organizations. The number of companies that included catering services in their scope of activity has started to grow rapidly. Organizations engaged in technical regulation of economic activity had to respond urgently: in the state standard GOST R 50647-94 and interstate standard GOST 30602-97 "Foodservice industry: Terms and definitions", the term catering was not even mentioned, it was defined in 2010 in GOST R 50647-2010 "Catering Services: Terms and definitions".

The national standard of the Russian Federation GOST R 55051-2012 "Public catering services: General requirements for catering", regulating catering services, appeared in 2012. Chapter 7 of this standard concerns safety requirements. In terms of safety, catering, being a part of the foodservice industry (OKVED-2-56), is subject to all regulatory documents standardizing safety. Here are some of them:

- Technical regulations of the Customs Union "On food safety" (TR CU 021/2011);
- SanPiN 2.3.6.1079-01 Sanitary and epidemiological requirements for public catering organizations, production, and turnover of food products and food raw materials;
- GOST R 56746-2015/ISO/TS 22002-2: 2013 Programs of preliminary requirements for food safety. Part 2. Foodservice industry;
- GOST R 51705.1-2001 Quality Systems. Food quality management based on HACCP¹ principles. General requirements;
- GOST R 56671-2015. National standard of the Russian Federation. Recommendations for the development and implementation of procedures based on the principles of HACCP" (approved and put into effect by the Order of Rosstandart on 23.10.2015 No. 1627-St);
- GOST R 55889-2013 Foodservices. Safety management system for public foodservice products. Recommendations for application of GOST R ISO 22000-2007 for the foodservice industry.

Methodological approaches to the organization of assessment of food production (manufacturing) process based on the principles of HACCP. Methodical recommendations. MR 5.1.0098-14.

Types of holiday catering

Holiday catering is associated with the delivery of food to the home and office. Holiday catering is divided into the banquet, coffee break, cocktail, picnic, and barbecue. A Banquet is the organization of high-quality catering services, as well as the selection of premises for renting an event, arrangement, and decoration of premises for the event, as well as the development of an individual banquet menu. Since a banquet is a massively organized event, its organization requires professional management skills and investment in large production costs. The organization of the upcoming catering event requires solving the following technical problems:

- Supply of food raw materials and finished products: depending on the nature of the offsite event and the place of production of culinary products, the work is carried out using highly prepared food raw materials or semi-finished products;

¹ Hazard Analysis and Critical Control Point.

- Storage of food raw materials and finished products is carried out depending on the type and volume of nonrefrigerated and refrigerated warehouses. Technological equipment includes cold premises, refrigeration cabinets, and display cases. A large warehouse capacity provides larger stock of food raw materials and finished products. Insufficient storage space requires the processing of semi-finished products, as well as regulated loading of the production site;

- Preliminary (primary) processing: the necessary technological equipment is used depending on the production area. It includes high-performance specialized machines, as well as universal kitchen machines. To improve the on-site work organization, it is advisable to use semi-finished products prepared in advance and subsequently cooled or frozen.

Heat treatment of semi-finished food, as well as production time, are key factors in culinary production. Technological equipment includes thermoelectric devices for basic heat treatment, such as boiling, frying, baking, and combined heat treatment. It is necessary to make a schedule for loading the heating zone based on the ready dishes service schedule. The convection oven is especially valuable for a hot kitchen. Its advantages are that it allows reducing the cooking time by about 50% providing more heat through the convection. Combined heat treatment with steam and hot air, due to moisture and air heat, reduces the weight loss of the product, preserves vitamins and product naturalness.

Food delivery

A provider is a person who delivers food to clubs or homes, as well as the owner or manager of a hotel and restaurant (Shaitura et al., 2018a; Gryaznova, 2015). Public catering is often referred to as a foodstuff service that is specialized in delivering food and beverages to people outside the home. Catering is defined as offsite food service, a banquet.

The catering means also that service (food cooking and delivery) is offered within a broad range based on appropriate organization and technology, as well as the necessary logistics for any type of events (banquets, parties) related to offsite service, i.e. outside of food and entertainment facilities. Catering is defined differently but usually as an activity that is related to the preparation and delivery of food and beverages to people at home, and away from home.

Other definitions of this concept are related to a variety of entertainment services for different occasions. Various definitions of catering define it as a combination of services which includes food and beverage delivery, service, decoration of premises, full preparation of a celebration, cocktail, dinner, conference, or any event (Dolmatova, Baklanova, Bezsheyko, 2018; Lisichkina, Dmitrienko, 2015).

There are different definitions of public catering in public places. In Bulgaria, public catering is most often defined as:

- range of services which includes food and beverage delivery, service, decoration, video filming, and audio recording, offering music and stage programs, and much more;

- complete preparation and holding of a celebration, cocktail, dinner, course or conference.

Catering is associated not only with the supply of food raw materials, preparation of semi-finished products and culinary products, but also with the organization of

banquets, weddings, receptions for business, birthdays, anniversaries, corporate parties, offsite picnics, organized at a high professional level. Catering includes the production and sale of refined, high-quality dishes, development of taste and color solutions which are served following the requirements of public catering. The variety of public catering types is great.

The foodservice industry is also associated with the hotel business and is defined as an economic activity aimed at meeting the demand for accommodation, food, and beverages away from home. Catering is divided into different areas depending on the nature of consumer activities:

- offering organized food services: this group includes hotels and restaurants, fast food establishments, cafes, bars, etc.;
- industrial and commercial catering: provides catering services for industry and trade employees;
- catering for various means of transportation which includes airlines, trains, ships, etc.;
- catering for other institutions and various events, such as providing food for the army, catering under contract (contract services for businesses, schools, hospitals, and other organizations), and offsite catering services (organizing and holding entertainment events, themed shows, banquets, private parties, sports services, as well as other events, etc.);

Foodservice outlets can also be established according to needs, preferences, and social status. The authors distinguish the following types:

- corporate catering as a service that specializes in servicing institutions, state-owned enterprises, schools, hospitals, banks, etc.;
- social catering is mainly focused on serving individuals and providing comprehensive catering services for organizing personal holidays, official events and celebrations.

The catering company functions can be grouped as follows: culinary production, maintenance service, entertainment, and other auxiliary services. Thus, a catering company can develop the only function of culinary production or organize various additional services for employees depending on consumer demand.

Many independent catering companies produce and offer only culinary products. In contrast to foodservice industry companies, where production is carried out at the enterprise, catering companies produce ready-to-eat products outside the production site and serve food certain time after cooking which may vary depending on the accepted work schedule. In this regard, the prepared dishes can be stored and delivered in the following conditions:

- warm condition: hot preservation method;
- cooked-and-cooling preservation method;
- frozen condition: cooked-and-frozen preservation method.

Large restaurant complexes, production halls, and factories can also produce ready-made culinary products for sale outside the enterprise – at cookeries and stores, convenience stores and ready-to-eat stores, as well as at other enterprises or food businesses. Food production in the restaurant is characterized by the following features: the recipe composition of dishes is the same; storage conditions for raw, semi-finished, and ready-made food are identical; the same types of pre-processing of the product are carried out, namely, sorting, cleaning, washing, peeling, cutting, slicing, chopping, dosing,

molding, etc.; the heat treatment modes are also practically indistinguishable. The production program includes several consumer-friendly culinary dishes typical of mass restaurant production. The main differences are related to the manufacturing process management and the production method of the culinary product.

The features of catering can be summarized as follows:

- greater volume of culinary products;
- packaging and transportation of finished culinary products;
- transportation to a food store for sale.

This method of organizing the production and sale of culinary products necessitates daily sanitary and hygienic control, search and implementation of optimal opportunities for creating customer-focused healthier food intended for a specific retail outlet with a certain group of consumers (such as dietary food, children's or school meals, food for workers in a harmful industrial environment, for pregnant women, for the elderly, etc., to meet their specific needs). For corporate events, sandwiches and toasts are the most convenient and therefore most preferred food. They are prepared based on healthy products that are coming in recently.

Increasingly, customers are interested in the origin of consumed foods. Corporate events tend to end with cocktails and less often with gala dinners. Culinary food customers mainly prefer dishes based on vegetables, pork and chicken, and fish. Bulgarian traditions and customs are returning to the foodservice sector. For example, tapas (any snack such as nuts, chips or olives, independent dishes served in the bar with a beer or wine) is very popular. The tendency to offer individual dishes in small portions can already be found everywhere in Europe. Tapas are the future of catering because tapas allow offering a variety of options, without restrictions on the number and size of dishes offered.

Catering security in Bulgaria

The monitoring of the catering industry shows that there are no alternatives to offer culinary assortments with a much healthier profile. Besides, the output of food products intended for kindergartens, schools, social facilities (for the elderly, abandoned children, and other social homes for various purposes) is significantly increasing.

In this regard, the main focus is on the following aspects:

- used food raw materials, food products, additives, and culinary products;
- used technological processes and culinary products;
- ensuring and strengthening control over the quality and safe preparation of culinary products by implementing appropriate safety systems (Orlenko, Nosova, 2019; Tokarev, Mordovchenkov, 2016; Baumgarten, 2016).

Food safety in the foodservice sector can be compromised at any stage of the food chain. Therefore, monitoring of all actions in the production chain is required. Food raw materials of plant and animal origin that are allowed to be processed at public catering establishments must comply with the legislation on food hygiene. Incoming control, as part of good manufacturing practice, is aimed at preventing the use of food products with questionable or visible signs of spoilage, as well as products with expired shelf life. In Bulgaria, there are two regulations concerning the control of food products, namely, Decree No. 8 of the Ministry of the Health of 2002 on the requirements for the use of

food additives, and Decree No. 21 of the Ministry of the Health of 2002 on specific criteria and requirements for the purity of additives intended for human consumption.

Storage of food raw materials and additives used in the production of culinary or confectionery products in the public catering and ready-to-sell products must be carried out at a temperature and other conditions that do not allow a risk to human health. Most of the adverse effects of food spoilage are caused by noncompliance with temperature control for both food raw materials and ready-to-eat culinary products.

New EU legislation and regulations on health, hygiene, and catering regulations emphasize the personal responsibility of food producers and suppliers. The EU Rules regarding Food Hygiene establish rules and procedures to increase consumer confidence in the safety of food products offered. The EU Rules are widely applied. Since hygiene concerns food and beverage safety and their impact on consumer health, it requires all food business participants to analyze the risks that exist in the food production and distribution processes. In Bulgaria, this is regulated by the Law on Food Products, as well as the Law on Veterinary Medicine, and several regulations related to food hygiene and safety. A system of risk assessment and control of critical points for safe food production has been implemented as well.

Safety and stability of product quality are guaranteed by implemented systems based on the ISO 9000 series of food manufacturing and hygiene practices, as well as the concept of risk analysis, and Hazard Analysis and Critical Control Point (HACCP). Integration between systems is an important step towards total quality management (TQM). Management's responsibility is expressed in the following functions:

- Implementing policies and requirements for the product safety and quality that apply to all structural divisions and all employees of the company;
- Providing incoming and outgoing inspection control of production;
- Defining and documenting the company's organizational structure and the resulting tasks and responsibilities for food safety management;
- Providing the necessary material resources to meet all hygiene requirements related to food safety and staff training.

Education and training of the corporate management and staff are a prerequisite for the successful development and implementation of the HACCP plan. Training should be aimed at:

- awareness of the importance and role of each employee in the production of safe food products;
- familiarity with the basic principles of food hygiene, and the general framework of the HACCP plan;
- obtaining information to control hazards and acquire skills to monitor each critical point of the technological process as specific aspects of training.

Effective staff training is a prerequisite for the successful implementation of the HACCP plan.

CONCLUSION

Catering is becoming more and more firmly integrated into people's lives. People prefer not to be distracted from their business activities and order food for work, conferences, events, and home. Food is often ordered via global networks, such as the Internet (Shaitura et al., 2018b). Holiday catering is increasingly used for offsite events.

A special place is held to providing food to schools, hospitals, and other public organizations. At the same time, issues of food safety during food preparation and transportation are being raised more and more acutely. This problem is solved by complying with food safety standards at all levels.

Food having a long shelf life has a very large market. The creation of such products increases productivity in the food industry and, consequently, brings additional profit. However, the standardization of food is not always a positive factor, as it often does not take into account the peculiarities of the national cuisine. Exotic food is also a popular product. The combination of these two opposite factors promises a good profit. When producing new product lines, one must not forget about food safety.

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