
ETHICS OF POPULATION USING RESTAURANTS AND BARS IN THE DEVELOPMENT OF TOURISM (Based on sociological research)

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Abstract:

Today, tourism is becoming not only a leading sector of the economy, but also one of the factors determining the cultural level of the people. Although each nation has its own traditions and values, it can be seen that serving and eating in various restaurants and bars with a modern look has largely mastered the mental characteristics of western traditions.

Introduction

Not only the high level of service in restaurants and bars today, but also the extent to which the population can accept or be prepared for the same service system is important. Although in 1991 and 2005, in terms of quality and types of services in our country were conducted by A. Saidov and M. Aliyeva, these studies focused more on the level of service in foreign countries as well as service differences in local restaurants. In particular, in 1991 there were only 27 types of services in restaurants and bars, as well as in the hotel industry, and by 2005 there were more than 200 types. Today, more than 400 types of services are provided in developed countries in this area. However, it should be borne in mind that the level of skills of the local population to use these types of services is also important.

Given the fact that today the project "Travel around Uzbekistan" is a trend for the development of domestic tourism in our country, it is important to analyze the skills of direct use of restaurant services.

For this purpose, analytical sociological surveys on the culture and skills of restaurant use were organized among more than 70 respondents aged 25 to 50 years in Fergana region. Personal observations were also made.

10 questionnaires were compiled in the survey. "Do you know the rules of sitting around a table in a restaurant?" When asked, 68% of respondents answered "Yes". It turned out that the restaurant service is mainly used by women. Observations have shown that, as a rule, the need to sit properly and lightly on a chair backrest and not to move too far is included in the rules of etiquette, in practice, 72% of restaurant users reported the same shortcomings: sitting with their hands on their knees while waiting for a meal, straightening their hair with their hands, wiping their foreheads and scalp, adjusting the table, moving dishes, and leaning their elbows on the table while eating. The observed shortcomings were mainly the high level of non-compliance among men who used restaurant services. The analysis of special

observations was primarily explained by the fact that the only proper sitting rules of the local population in the use of modern restaurants do not correspond to the religion of Islam and the mental characteristics of the population.

When asked what the function of a towel on a restaurant table was, 53 percent of respondents said it was for hand wiping, while 47 percent of respondents said the towel was used to keep food from splashing on the knee. Respondents who observed the feeding process used only 35% of those who used sanitary napkins correctly, and it was observed that only part of the lip was added to the name.

After the meal was consumed, towels were placed on the right side of the plate by only 30 percent of respondents. These respondents, in turn, turned out to be regular customers of the restaurant service. Sixty-eight percent of respondents indicated that the rate of towel use was not high by folding towels. It should be noted at this point that in fact the towels had to be placed undressed.

The loaves are mainly served on a plate cut into plates. It is not recommended to break unbaked bread in the restaurant and it is recommended to take bread with the right hand. Although this rule was violated by the mode of kneading unbaked bread, the rule of taking bread with the right hand was not violated. The main reason for this is that in Islam and in the mental characteristics of the Uzbek people, eating with the right hand and the rule of the right hand have not been violated due to the etiquette instilled in them from a young age. If you wanted to eat butter on the bread, you had to rub the piece of bread with the knife in your right hand and the knife in your left hand. However, the proportion of respondents who forgot to wipe the knife with a napkin rather than using a knife was 82 percent. Because food scraps used before the knife could affect the taste and quality of the butter.

If jam is served, it is advisable to eat it on plates. However, the proportion of respondents who used these products correctly with a knife was 48 percent. It can be observed that mainly the locals preferred to use more small spoons. Although sandwich products are mostly hand blanched, it is recommended to eat them with a knife and fork. However, this rule has not been taken into account by local users in practice. Sausage and ham products are consumed using a knife and fork. It was observed that this rule was correctly applied by 87% of restaurant service users. Fish, meat, salads are also eaten using a knife and fork.

When dishes such as liquid broth and puree-soup are pulled, they can be eaten with a spoon or drunk by lifting one end when cooled. However, it is not recommended to mix the food with a puff, a spoon to cool it. But even this rule was not properly followed by all the respondents. Spoon mixing and puffing accounted for 44 percent of cases. Although puffing is not hygienic or in line with Islamic traditions, it can be concluded that the violation of this rule in most cases is the result of improper formation of a family eating culture. If the food contains large products, it is recommended to use it only with a spoon.

If it is necessary to consume the end of the toaom, it can be taken with a spoon by tilting the bowl slightly.

Hot dishes made of meat are eaten using a knife and fork. During feeding, the fork is held in the left hand and the knife in the right hand. This can also be seen from the fact that the table is placed around the plate in the same order by the waiter. However, this rule also did not follow the proper use of knives and forks by 45% of local restaurant users. It is not recommended to cut all meat products at once. On the contrary, small amounts are prescribed for slow consumption. This is to prevent the meat from cooling too quickly. Cutlets, meatballs with a knife is not recommended and can be eaten only with a fork. It can be observed that 87% of the respondents did it correctly. It is important not to miss the knife and fork while eating. When cooking with a fork, straighten it with a knife. However, it was observed that most users put the knife on the food or, on the table.

Knives and forks are used to consume poultry meat. With a knife and fork, separate the meat from the bones. After eating, hands are rinsed in warm water. However, it was observed that 82% of customers who ordered Chicken were limited to wiping their hands with a hygienic napkin. When fish products are consumed, it is not advisable to use a knife. It is recommended to use only a fork. However, 33% of customers preferred manual consumption. This is against the rules of restaurant use.

It is recommended to feel the taste of food without rushing while eating. It is also important not to come close to the plate to keep the body straight while eating. However, the rule of good posture was rarely observed in respondents who ate liquid food, and it can be seen that the rule was not followed. When it is necessary to take bread during a meal, the sharp side of the fork and knife is turned to the left. In cases where the customer drops the spoon or knife to the floor, the waiter must replace it with a new one. He should never bend a spoon or knife that has fallen to the ground and apologize. However, due to the Uzbek mentality of apologizing and bowing to another person, it was not ethical for the local population to follow this rule. After eating, the plate should not be pushed aside, but the fork and knife should be placed on the plate. This in turn is also a symbol of gratitude.

One of the important aspects of tourism development is the direct adherence to internationally recognized ethical norms. Proper use of restaurant services and mastery of special rules can be prevented, first of all, in preschool institutions, through the development of special programs in school education, leaving the younger generation "alone" at various times. It is also a matter of urgency to develop a special culture of nutrition to prevent unnecessary and excessive consumption of food by ordering more than 500 million people in the world today.

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