

New technologies are making a big contribution to the way hotels work. This is important, since hotels are a means of accommodation, and those in turn are the main element in tourism. The main applications of computers in hotels extend from their recognized role in booking systems to guest administration and account management procedures, to hotel procurement, inventory control and general accounting functions, as well as to other aspects of hotel operations, and form integrated management information systems that enable close coordination and monitoring of the entire business. A significant development in recent years has been the rapid growth of computer redundancy systems (CRS), global distribution systems (GDS), and central redundancy systems. Interactive electronic data systems developed initially by airlines provide direct access through terminal devices not only to airline computers, but also to the computers of hotels and other operators for checking the availability of products, booking and issuing tickets or confirmations. The leading hotel consortiums listed in Appendix G are taking advantage of the new technology to find markets for their members' hotel services around the world. Global distribution systems give these consortia the ability to update room availability and pricing information.

List of used literature

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SUSTAINABLE BUSINESS MODEL IN HOTEL INDUSTRY: THE CASE OF IHG HOTELS&RESORTS CHAIN “HOLIDAY INN” HOTEL

Janibekova Nursaule Nurgozhayevna

nursaule-00@mail.ru

Student of 4th course, Faculty of Economics, Department “Tourism”
Eurasian National University named after L.N.Gumilyov, Nur-Sultan, Kazakhstan
Scientific advisor – Prof.G.Yeshenkulova

During the previous couple of decades of internet business development, the idea of a business model has gotten progressively famous. All the more as of late, the exploration on this domain has developed quickly, with different examination exercises covering a wide scope of utilization territories. Thinking about the sustainable development objectives, the creative business model has carried an upper hand to improve the sustainability execution of associations. The idea of sustainable business model portrays the reasoning of how an association makes, conveys, and catches esteem, in financial, social, social, or different settings, in a maintainable way. The interaction of sustainable business model development shapes an inventive piece of a business methodology. Various ventures and organizations have used feasible business model idea to fulfill their monetary, natural, and social objectives all the while. Nonetheless, the achievement, fame, and progress of economical plans of action in various application areas are not satisfactory. To investigate this issue, this examination gives an exhaustive survey of sustainable business model writing in different application territories.

Remarkable sustainable business models are recognized and further characterized in fourteen one of a kind classes, and in each classification, the advancement - either disappointment or achievement has been investigated, and the exploration holes are examined. The scientific categorization of the applications incorporates advancement, management, and marketing, business,

energy, medical services, store network the board, developing economy, agricultural nations, designing, development, and land, mobility and transportation, and hospitality. The critical commitment of this investigation is that it gives an understanding of the cutting edge of the sustainable business model in different application zones. It is finished up the prevalence and achievement pace of sustainable business model taking all things together application areas have been expanded alongside the expanding utilization of trendsetting innovations[1].

Sustainability may then be characterized as keeping up prosperity over a long, maybe even an inconclusive enough said. This covers generally the ecological component of the triple primary concern, however, climate and sustainability are not interchangeable. Then again, what we grant to people in the future additionally incorporates social legacy: workmanship and social scenes just as a foundation, innovation, and establishments.

What is a business model? A business model is a theoretical instrument to help see how a firm works together and can be utilized for examination, correlation and execution appraisal, the board, correspondence, and advancement. The business model is worried about how the firm characterizes its serious methodology through the plan of the item or administration it offers to its market, how it charges for it, what it expenses to create, how it separates itself from different firms by the incentive, and how the firm coordinates its own worth chain with those of other association's in a worth organization. The nature of the executives is key since they decide the accomplishment of the plan of action through their capacities, capacity to gain, consolidate and use important assets in manners that convey an incentive to clients[2].

Sustainable business models influence the organizations to coordinate their economic goals with their sustainability desire so that the advantages of the relative multitude of partners are accomplished at the same time. Porter and Kramer contend that sustainable business models are wellsprings of an upper hand in which joining feasible offer, esteem creation, and worth catching components bear financial advantages to the organizations. Boons and Lüdeke-Freund tally four primary attributes of a sustainable business model that recognizes it from a traditional plan of action. They accept that the offer of a sustainable business model is an environmental or social incentive as per a monetary worth. In the production network of sustainable business model, providers feel an obligation towards the central organization's partners also. A maintainable business model empowers economical utilization.

InterContinental Hotels Group (IHG) is a British company that operates hotel chains. The headquarters are located in Denham, Buckinghamshire. Formed in 2003 during the separation of Six Continents Plc. The chairman of the board of directors of the company is Patrick Cesco. Chief Executive Officer - Richard Solomons.

Intercontinental Hotels Group is the world's biggest lodging network as far as the quantity of rooms accessible. The company owns, operates, and franchises over 5,300 hotels in nearly 100 countries. The total number of rooms is more than 800,000 rooms. Additionally, IHG is now discussing its 16 brands as four collections. A spokesperson noted the collections would "help guests make the right choice for all their travel needs, quickly and easily." The collections are as follows:

- The Luxury and Lifestyle Collection: Six Senses Hotels Resorts Spas, Regent Hotels & Resorts, InterContinental Hotels & Resorts , Kimpton Hotels & Restaurants and Hotel Indigo
- The Premium Collection: HUALUXE Hotels & Resorts, Crowne Plaza Hotels & Resorts, EVEN Hotels and Voco Hotels
- The Essentials Collection: Holiday Inn Hotels & Resorts, Holiday Inn Express and Avid hotels
- The Suites Collection: Atwell Suites, Staybridge Suites, Holiday Inn Club Vacations and Candlewood Suites

Moreover, IHG Hotels & resorts is 200 years in hospitality. Their history starts in a brewery 1777-1899, whereas in a period when James Watt perfected the steam engine and American independence was known, social change dominated the 19th Century. The first telephone call, the first light bulb and the abolishment of slavery soon followed, sweeping in a second industrial revolution that saw William Bass open his first brewery. As the railways opened, mobility and urbanization

exploded, enabling Bass to take his beer worldwide and become the world’s largest brewer by the end of the century. Whilst, in 1777 William Bass opens a brewery in Burton-on-Trent, UK. IHG’s story starts here, as Bass begins a journey from local brewery to global hospitality player, acquiring what would become world-famous hotel brands along the way. Then, 1875 Bass registers the UK’s first trademark.

IHG asset-light business model means that they do not employ colleagues in franchised hotels, nor do they control their day-to-day operations, policies or procedures. That being said, IHG and franchised hotels are committed to delivering a consistent brand experience, conducting business responsibly and delivering purpose of providing True Hospitality for Good.

The weighting of hotel estate towards the midscale segments and the location of hotels in non-urban locations provides a degree of resilience to cyclical and exogenous events. A weighting to domestic demand also provides resilience. They focus on ensuring brand portfolio, loyalty proposition, systems and expertise provide a highly valued and distinctive offer that stands out to consumers and is attractive to owners. To keep brands relevant to guests and evolving trends, they commit to developing established brands with new designs, service enhancements and operational support that drives demand and owner returns. Through their investments in development resources, they can provide outstanding operational support to owners. They have embedded new processes to help reduce the time taken from hotel signing to ground break and opening. All hotels also have access to a suite of applications designed to help them manage and improve performance, with the aim of further boosting owner returns[3].

They have also developed state-of-the-art technology to drive hotel demand, be it through mobile booking app or cloud based hotel solutions. Their distribution channels (booking sites, GDS relationships, and call centers through which hotel rooms are marketed and booked) allow hotel owners to reach potential guests at lower costs of sale. While historically, the vast majority of signings and openings have come from new-build properties, they see the potential for branded hotel penetration to increase through conversions, given the attractiveness of scale and brands, and value proposition to owners.

Hotel owners choose to work with IHG to either franchise or manage their hotels, driven by the trust they have brands and track record in delivering strong returns. Figure-1, shows the best important principles of “IHG Hotels&Resorts”.

IHG HOTELS&RESORTS

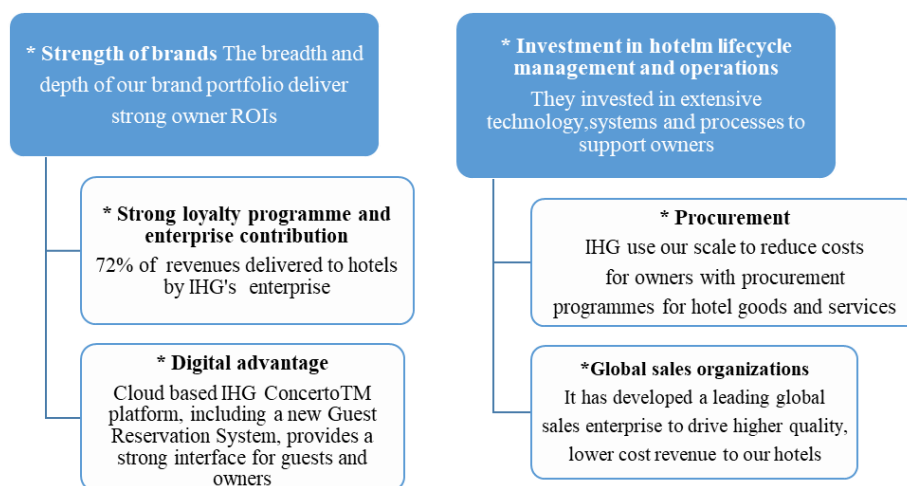


Figure-1.Important principles of “IHG Hotels&Resorts”.

IHG responsible business strategy is continually reviewed and refreshed, building on reflections from the Covid-19 pandemic, as well as more formal insights from our materiality and risk

assessments, stakeholder engagement and external frameworks such as the United Nations Sustainable Development Goals. Underpinning our approach to operating responsibly is good governance, which begins with our Board and is implemented and overseen by our CEO and Executive Committee.

At IHG passionately believe this world is meant to be explored, and whenever guests feel comfortable to do so, we're ready to safely welcome them through their doors once more.

Managing the effects of Covid-19 on industry and company is a team effort. Every day, they're responding quickly and thoughtfully, ensuring that do the right thing for their guests, colleagues, hotels and owners, plus the many local communities of which they're proud to be a part. It take great care over decisions, so that make responsible choices for both today and the long term.

They have a long-standing commitment to rigorous cleaning procedures and launched our IHG Way of Clean program in 2015 – developed in partnership with Ecolab and Diversey – both world leaders in hygiene and cleaning technologies and services. This program is now being expanded with additional COVID-19 protocols and best practices – many of which are already in place – to reflect the advice of regional and global health authorities, including the World Health Organization, Centers for Disease Control & Prevention, European Centre for Disease Prevention and Control, and local public health authorities in markets around the world[4].

IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and guests can expect to see evolved procedures throughout the hotel, which may include Table-1:

Table-1. Hotels area and measures in Covid-19

No	Area	Description
1.	Reception	reduced contact at check-in, touchless transactions, front desk screens, sanitizer stations, sanitized key-cards, paperless check-out
2.	Public Spaces and Facilities	additional deep cleaning of high touch surfaces, social distancing, guidance to implement 'last cleaned' charts, and best practices for pools, fitness centers and lounges
3.	Food & Beverage	new standards and service approach to buffets, banquets, room-service and catering
4.	Guest Room	reduction of in-room furnishings/high-touch items, new laundry protocols, use of electrostatic technology (at select hotels) and the addition of in-room IHG Clean Promise cards with cleaning procedures
5.	Meetings and Events	deep and more frequent cleaning of meeting and event spaces, access to ample hand sanitizer stations, socially-distanced seating and meeting room layout, guidance on management of guest flow, single-serve and pre-packaged meal options.
Table was created by author (according by IHG Annual Report 2020)		

Last year, their crisis management system has enabled us to bring the necessary skills and expertise together to quickly direct resources and support to exactly where it is needed around the world in response to Covid-19. They know that people's appetite to explore, rest or work on their travels hasn't changed, but understandably their confidence in when it's safe to do so has. Cleanliness, health and safety are now top priorities for many customers, and while the wellbeing of guests has always been important to us, they've enhanced this part of the experience to further reassure them. IHG hotels are working to best practice Covid-19-specific training and operating procedures, aligned to regularly monitored advice from global health bodies. Their Global Cleanliness Board has worked with our new partner, Cleveland Clinic, and long-time collaborators Ecolab and Diversey, to develop new science-led protocols and service measures to strengthen our industry-leading IHG Way of Clean programm.

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FEATURES OF SAFE AND COMFORT AIR TRANSPORTATION OF PASSENGERS IN THE REPUBLIC OF KAZAKHSTAN

Īskakova Akmaral, Akisheva A.S.
Nur-sultan, Kazakhstan

As indicated by the ICAO benchmarks, the degree of wellbeing of Kazakhstan assumes second position among CIS nations with a record of 74%, the degree of security of air terminals is 83% [13].

Avionics security – the protected activity of airplane give notice and forestall demonstrations of unlawful impedance into its movement. The sheltered transportation of travelers is executed by the enactment of the Republic of Kazakhstan [14].

Under article 78, section 2 of the demonstration of the Republic of Kazakhstan "On the utilization of air transport and Civil Aviation exercises", the agreement of carriage might be ended at the activity of the aircraft singularly if there should arise an occurrence of:

- The traveler declines the review indicated in article 107 of this Law, before the trip of the airplane.
- The traveler encroaches the principles of carriage of travelers, things and payload in air transport or traveler submitting activities representing a risk to flight security of the airplane
- If the traveler is in a state of alcoholic, opiate inebriation, which can imperil the soundness of the traveler or security on board the airplane of people and property, just as bother to different travelers [2].

The principle objective in avionics security is to maintain a strategic distance from mishaps and airplane episodes.

An airplane mishap in the condition of flying perceives the occasion related with flight activity of the airplane, which prompted the demise (injury passings) of the individuals who were ready the airplane or loss of the airplane.

Avionics episode in the state flying perceives the occasion associated with flight activity of the airplane which could make or has made a risk to the trustworthiness of the airplane or the lives of individuals ready, however not over an airplane mishap.

Until now, the carrier air Astana has the option to their own instruction and preparing of people with access to airplane. Key frames are pilots and airline stewards. Pilots are prepared in the program stomach muscle initio. Stomach muscle INITIO is an exceptional program in Kazakhstan, which permits you wishing to turn into a common flight pilot in two years. The program was propelled in 2008, the carrier "air Astana". Since that time, the program graduated more than 200 cadets. After fruitful preparing, the cadets should work for the organization for at any rate 7 years, paying half of the expense of study abroad, the other portion of "air Astana" will pay at claim expense. Flight specialists experience a two-month preparing in the shed. At that point, they finish hypothetical and pragmatic tests at the instructional hub in Frankfurt.

A yearly review with refreshes is given in the Operational Manual, which explains all the principles for guaranteeing the sheltered trip of travelers and working directions on board the airplane.

Each C/A shall be aware of safety and security duties and responsibilities of other crew members and ground staff. If a C/A is not able to answer up to 2 questions about Normal, Emergency, Security procedures and/or Safety and Survival Equipment, First Aid procedures correctly, he/she