

Nature analysis of the reclamation loads on the soil and their systematization allow in a generalized form to assess the role and prospects for further development of land reclamation, which can be formulated as follows:

- Land reclamation plays a leading role in stabilizing the resource and food security of our state, especially in years with extreme weather conditions;

- The system of modern ecological and reclamation monitoring requires organizational, methodological, regulatory and land assessment improvement taking into account the nature and modes of reclamation loads on soils;

- The development of land reclamation would be facilitated by the creation in different natural regions of stationary landfills with the necessary modern technical equipment for monitoring observations and conducting comprehensive research on reclaimed lands.

Reclamation works usually have two main stages - technical and biological. At the technical stage, the landscape is being corrected (backfilling of ditches, trenches, pits, depressions, sinkholes, leveling and terracing of industrial waste heaps), hydraulic engineering and reclamation structures are being created, toxic waste is buried, and a fertile soil layer is applied. As a result, the formation of the territory is carried out. At the biological stage, agrotechnical work is carried out, the purpose of which is to improve the properties of the soil. [2] The reclamation period can last 10 years or more.

These provisions speak of encouraging prospects for the restoration and innovative development of land reclamation in Ukraine. At the same time, without reforming the organizational and financial structure, the land reclamation industry is doomed to further stagnation and decline.

References

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Language adviser: *Lemeshchenko-Lagoda V. V., Teacher of the Department of Foreign languages, Dmytro Motorny Tavria State Agrotechnological University*

WELCOMING GUESTS AS A CRUCIAL PART OF GOOD HOSPITALITY SERVICE

Kiurcheva Yu.S., *kyurcheva2017@gmail.com*
Dmytro Motorny Tavria State Agrotechnological University

The most important and necessary quality for a hotel employee is the ability to communicate with customers. The hotel employee must always be ready to provide the client with a service when the client needs this service, and when it is convenient for him.

The hotel staff must demonstrate a positive attitude towards the client: show respect, conduct a polite conversation, in a friendly tone, without raising his voice, not show his displeasure, maintain restraint with absurd or aggressive clients, and demonstrate that they are concerned about his problem.

A few tips for greeting guests properly are presented here:

- Smile and look interested and friendly
- Greet guests according to the time of day
- Give appropriate physical greeting
- Welcome guests to your establishment
- Wish guests a nice stay

It is very important for the hotel employee to maintain positive eye contact, offer assistance to show directions to the front desk. Some guests may need help paying the taxi or bus driver. Others may need assistance with their luggage. It is our responsibility to offer assistance and find out if they need anything.

We need to be able to tactfully inform the client and tell him even unpleasant news, for example, that the client must pay a certain amount; but no hotel employee has the right to argue with a guest. Customer problems need to be addressed quickly and urgently. If the employee can't solve the problem on his own, he should refer (or better accompany him) to a manager who is able to resolve the issue.

Each hotel employee must demonstrate confidence and competence and meet the client's expectations; practice service of the type "at a distance of three steps"; ensure the implementation of standards in the position that he occupies; know the needs of customers and therefore be able to provide them with the products and services that they expect. He should understand the range of responsibilities and tasks assigned to him, defined in each strategic plan; constantly identify the shortcomings that he notices in the hotel, and take measures to eliminate them; be responsible for ensuring the highest level of cleanliness. And it is necessary to ensure absolute reliability of the fulfillment of the client's wishes, especially such as waking up at the desired time.

We can't show the client whether you like him or not; ask the guest about his personal life; listen to customer conversations; discuss politics or religion with the client; swear with colleagues in front of clients; show your disapproval to a drunk client; talk to a colleague when a client is waiting.

When talking on the phone, you must follow the rules of etiquette: answer no later than three phone calls and always with a smile; introduce yourself by giving your hotel and your last name. If it is not possible to immediately answer the caller, you must ask him to call back or write down the phone number. If the response takes more than 45 seconds, you should ask the client if he agrees to wait or if he should be contacted later.

So, the main rule is that the guest is always right, the guest must always be satisfied, the guest is the most important person in the hotel, regardless of whether he is present in person, in writing or by phone.

References

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Language adviser: *Zhukova T.V., Senior Teacher of the Department of Foreign Languages, Dmytro Motornyi Tavria State Agrotechnological University*

MODERN METHODS OF SATELLITE GEODESY

Kushnir D.V., danilkushnir01@gmail.com
Dmytro Motornyi Tavria State Agrotechnological University

Methods of satellite geodesy are increasingly used in geodesy, surveying engineering and related disciplines. In particular, the modern development of precise and operational satellite based positioning and navigation techniques have entered all fields of geosciences and engineering. A growing demand is also evident for fine-structured gravity field models from new and forthcoming satellite missions and for the monitoring of Earth's rotation in space [2].

Following the classical definition of Helmert (1880/1884), geodesy is the science of the measurement and mapping of the Earth's surface. This definition includes the determination of the terrestrial external gravity field, as well as the surface of the ocean floor. Satellite Geodesy comprises