

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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MODERN METHODS OF SATELLITE GEODESY

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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

the observational and computational techniques which allow the solution of geodetic problems by the use of precise measurements to, from, or between artificial, mostly near-Earth, satellites. Further to Helmert's definition, which is basically still valid, the objectives of satellite geodesy are today mainly considered in a functional way. They also include, because of the increasing observational accuracy, time-dependent variations [1].

Satellite technologies help to solve three main geodetic tasks:

1) creation of a sighting mark with well-known coordinates, which is observed from points on the Earth that are located at a distance of 20,000 km from each other. The presence of such sighting marks allows you to construct a spatial triangulation linking continents, islands and any distant points on the earth's surface;

2) implementation of aerial photography from high altitudes under any conditions difficult for conventional aviation and at any distances from airfields;

3) measurement of the figure main parameters and the Earth gravitational field. In the first two tasks, satellite plays a passive role, even if it is used (in the first case) to send its own signals. In the third problem, the satellite itself is essential measuring device.

Compared with classical techniques, the main advantage of the satellite methods is that they can bridge large distances, and thus establish geodetic ties between continents and islands. All ground stations belonging to the network can be determined within a uniform, three-dimensional, global coordinate reference frame. They form a polyhedron which goes around Earth. The main advantages of satellite positioning are all-weather, globality, efficiency, accuracy and efficiency. These qualities depend on the ballistic design of the system, the high stability of the onboard frequency standards, the choice of the signal and methods of its processing, as well as the methods of eliminating and compensating for errors [1].

As a disadvantage of satellite systems, we can note the occurrence during their operation of an error caused by "multipath", which is caused by multiple re-reflections of the satellite signal from surrounding objects and surfaces before it enters the receiver antenna, as well as diffraction on small objects commensurate with the length waves in the path of the radio beam [3]. In this case, the radio beam travels along a different path, which causes a change in its amplitude and phase.

References

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