



Article

# As a Modern Trend in The Development of Outsourcing and Catering Services in Regional Hotels

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**Abstract:** This article examines the modern forms of organizing outsourcing catering services in economic sectors, the global outsourcing catering services market and its main trends in geography, the importance, composition and distinctive characteristics of enterprises and organizations, the qualitative criteria for assessing the provision of all sectors, the directions for the development of outsourcing catering services, Scientifically substantiated proposals and recommendations are presented on priority research directions in this field, such as innovative approaches and the use of digital technologies in organizing catering.

**Keywords:** Catering, Outsourcing, Autostaffing, Outsourcer, Hotel Catering, Client, Third Party, Integration, Outsourcing Service, Evaluation, Price, Outsourcing Price

## 1. Introduction

In the global economic space, outsourcing is becoming one of the service market segments. One of the main ways to minimize state intervention in the economy is to provide regional hotels with outsourcing services. "In the context of globalization and informatization in the world economy, 50–60 per cent of long-term contracts in the public and non-public sectors are carried out through outsourcing services that involve the use of external resources. The development of outsourcing services has meant that companies and firms must organize catering for a group of people at a specified location, at a set time, and to an agreed level of service. For clients, catering service is not just about delivering food to the right place at the right time, but also about providing suitable food for high-quality celebrations, looking after guests, offering high-quality service for the event, as well as, It became clear that this very type of service is what organizers need for a peaceful and well-deserved break .

In Russian practice, general catering is generally regarded as the organization of catering services ordered by private individuals and organizations. At present, improving relatively convenient and effective mechanisms for organizing the state sector's tasks and obligations as a modern trend in the development of catering outsourcing services is of pressing importance.

Scientific research is being conducted on the ways and prospects for developing modern forms of outsourcing catering services for social services, aimed at establishing effective and competitive economic mechanisms at national and international levels. - research is being conducted. Modern forms of organizing catering outsourcing services in

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economic sectors, the main trends in the global market for catering outsourcing services and its geography, the importance, composition and specific characteristics of enterprises and organizations, the qualitative assessment criteria for the provision of all sectors, development directions for catering outsourcing services, innovative approaches and the use of digital technologies in organizing catering, are considered priority areas of scientific research in this field.

At the current stage of development in the new Uzbekistan, the quality and efficiency of certain economic sectors are being enhanced by fully transferring them to the private sector, and special attention is being paid to more fully meeting the population's needs for social services. In the 2022–2026 Development Strategy of the New Uzbekistan, '... increasing the efficiency of coverage with regional hotels, the widespread introduction of hotels based on DXSH, and increasing the share of the private sector in the economy' have been identified as priority tasks. Additionally, as a modern trend in the development of catering outsourcing services in Uzbekistan, organizing healthy nutrition, feeding patients in the healthcare system, laundry services, disinfection of medical equipment, medical diagnostics, a global digital ecosystem, and the rapid development of the business process outsourcing sector are regarded as extremely urgent and important tasks. The implementation of tasks in this area defines the relevance of scientific research aimed at exploring ways to ensure high-quality service in the region's hotels, based on the development of catering outsourcing services.

#### **Analysis of relevant literature**

Analysis of developments dedicated to the problem of assessing the quality of using catering outsourcing services in regional hotels and their implementation in practice. Moreover, the issue of the mechanism for utilizing catering outsourcing services has been studied by foreign and domestic economists. Numerous studies are being conducted to improve the modern system for developing catering outsourcing services in various economic sectors. In particular, M.B. Kubayeva, S.H.A. Buranova, A.V. Shin, G.A. Omanova, and others have conducted scientific and practical research into the organizational, economic, and methodological issues of developing the system in regional hotels. In the development of catering outsourcing services in economic sectors, the President of the Republic of Uzbekistan's Decree of 29 December 2016 on measures to further improve the system in regional hotels for 2017–2021 [1] was of significant importance. The use of catering outsourcing services in various economic sectors has been the subject of research by many economists. These scientists Gilmiyarova M.R. [2], Fedorova YE.A., Yermolov A.V. [3], Korneychik M., Lyasuskaya N. [4], Vasilev A.S., Mirgorodskaya T.V. [5], Yeskova L.F., Drozd A.M., Manevich A.V. [6], Pardayev M. Q. [7], Urazov B.K. [8] and others. A characteristic feature of this line of research is that the majority of existing foreign and domestic scientific works focus only on certain segments of the outsourcing services market. These are primarily studies concerning the use of a specific type of outsourcing and the associated problems.

Despite the modern trend in the development of catering outsourcing services and the theoretical research being conducted in the field of quality, as well as the very limited practical experience accumulated by organizations in the Republic of Uzbekistan, the mechanism for the quality use of catering outsourcing services is developing. The scarcity of scientific works on this issue necessitates the conduct of in-depth and systematic

research to develop a methodology for assessing the quality of the use of catering outsourcing services in economic sectors.

## 2. Research Methodology

To substantiate the characteristics of service quality assessment as a modern trend in the development of outsourced catering services, issues aimed at improving the methodological basis for developing and implementing the mechanism for using catering outsourcing services are substantiated using logical reasoning, comparative analysis, a survey, economic analysis, and systems analysis [9].

## 3. Results and Discussion

Catering is a comprehensive service that includes organizing catering, hiring equipment, and providing waiters and chefs for any event at a chosen venue. Simply put, catering is a type of service that can provide food for your guests. The main types and areas of catering can be listed as follows. General catering comes in many forms, from delivering food in disposable containers to organizing banquets and feasts for thousands of people, both indoors and outdoors. There are several classifications of service, depending on the venue, method of service, the client's situation, and a number of other characteristics and conditions.

Depending on the location of food production and the method of organizing the catering process, the following types are distinguished [10]:

1. inside the building, in the catering company's specialized kitchen, provided with all the necessary equipment: ovens, refrigerators, furniture, crockery. The venue (banqueting hall) may be located near or far from the production facility. Catering companies provide food delivery and on-site restaurant services in hotels, convention centers, conference halls, clubs, etc.
2. Off-site Catering (or 'off-premise service') involves preparing food and presenting the event in the client's premises (indoors or outdoors): in the countryside, at corporate offices, on company premises, in fields, and on lawns. A purpose-built kitchen is not expected. The dishes are prepared on mobile equipment.
3. Delivery of prepared meals - this is where the general catering company prepares the food in accordance with the agreed menu and simply delivers it to the client. In this case, table setting and site decoration are optional extras that may be declined. Waiters are not provided. In other words, the general catering company can bring the food and lay the tables, or simply take the order from the client, who then serves themselves.

**Depending on the type of service provided, the following are distinguished:**

1. Event or ad hoc catering – providing services for events. Occasional catering is used for hosting a corporate banquet, wedding celebration, exhibition or dealership conference [11]. This type of catering involves providing one-off services for a specific event.
2. Office or on-site catering ('contract', 'corporate') - a long-term contract service for various businesses and organizations that do not have their own food departments and are located a considerable distance from other catering establishments. This type of service does not involve organizing and catering a festive event, but rather delivering a daily lunch to all employees of the client company. When signing the contract, the parties agree on the menu and the delivery schedule.

3. On-board catering - the provision of prepared meals to staff and passengers on air, rail, sea and road transport. Catering includes delivering products to a specified location and time, or delivering products along an entire route.
4. The menu is determined by the transport company. The food is usually prepared by third-party catering organisations contracted by the transport company.
5. Catering - the preparation and sale of food, either "for takeaway" or for delivery to the customer [12]. This type of catering includes selling pre-packaged sandwiches, confectionery, and soft drinks at mass events such as festivals, sporting competitions, and so on.

As a modern brand of catering outsourcing services, it primarily relies on human capital, and in catering, the role of staff, that is, people, is immeasurably important. For this reason, autstaffing in catering essentially involves hiring a worker (or workers) from an autstaffing company to carry out tasks at the client company. Staff outsourcing is a more advanced model for organizing production processes, but it has its own specific legal characteristics.

The process of hiring workers to perform its own tasks is known as autstaffing.

Autstaffing companies may send workers to another employer to perform work under the following conditions [13]:

1. A contract must be concluded with the employer for the use of the employee's services;
2. The salary of the transferred employee must not be less than the minimum wage or less than that of an employee performing similar work in the enterprise.
3. Working hours and rest periods must be provided in accordance with the terms of the collective agreement and the employer's internal labor regulations.
4. The Autstaffer must pay the single insurance contribution to the pension fund for such transferred employees.
5. The Autstaffer is obliged not to prevent the conclusion of an employment contract between the employee and the client employer.
6. The employer's company collective agreement must provide for the possibility of autstaffing, and the consent of the primary trade union organization must be obtained.

Furthermore, the autstaffer is prohibited from sending its employees to work for the employer in the following circumstances:

1. The number of employees has been reduced during the year;
2. The standard number of workers in key occupations involved in the primary production technological processes has not been met;
3. Workers are engaged to perform work in harmful, hazardous, and arduous working conditions, as well as to work in key occupations of the main production technological process.

The main difference between outsourcing and autstaffing is that for outsourcing services, the client pays for a specific deliverable, whereas for autstaffing, the client pays the autstaffer for the process of getting work done by the provided workers.

The caterer provides high-level service for off-site events [14]. He develops and coordinates the menu in line with the event's concept and format, calculates the delivery costs for the dishes to the designated venue, and selects the chefs, bartenders and waiting staff.

The catering company employs permanent staff, primarily chefs and managers. This is the key link, depending on the level of the main services, as well as the staff responsible for providing logistics services (expeditors) and service staff (waiters and barmen).

Today, general catering agencies, primarily responsible for organising catering at an event, have largely evolved into event agencies (from the English word “event”), which are responsible for the comprehensive organization of the entire celebration from start to finish [15]. The caterers' duties now include developing the concept, writing the script and show programme for the event, choosing the venue, artists, decoration, and so on.

### **Summary and recommendations**

The scope of catering options has expanded significantly in recent times. With its help, you can organize a large formal banquet for high-profile guests, as well as a small private gathering, an open-air barbecue, or a children's party.

In the Uzbek economy, the mechanism for using catering outsourcing services can be viewed as an economic mechanism of logical actions for selecting outsourcing organisations, drafting contracts, implementing them, and establishing relationships between interested partners. Control (management), personnel management, and quality management can be viewed as an interconnected system.

The necessity of assessing the efficiency of catering outsourcing services as a modern trend in the economy has been scientifically substantiated. In the study, the value method for assessing the efficiency of outsourcing services was chosen, which allows for a comparison of in-house unit maintenance costs with outsourcing costs.

Modern forms of organizing catering outsourcing services. The scientifically grounded proposals and recommendations concerning the main trends in the global market for catering outsourcing services and its geography, based on ongoing scientific research, are as follows.

1. For each type of service, key indicators to assess the efficiency of using outsourcing as a modern trend in the development of catering services within economic sectors, as a basis for scientifically grounded proposals and recommendations on the priority directions of research being conducted, are as follows. (KPIs) were proposed for use, and it was justified that they should be compared before and after the contract is fulfilled.
2. An authorial definition of outsourcing was formulated based on general standard approaches to service quality, as a modern trend in the development of catering outsourcing services in economic sectors. At the same time, two components are distinguished in the understanding of quality: it was established that both material and human factors must be utilized when using outsourcing services.
3. Despite the modern trend in the development of catering outsourcing services and the theoretical research being conducted in the field of quality, as well as the very limited practical experience accumulated by organizations in the Republic of Uzbekistan, a mechanism for the quality-oriented use of outsourced catering services is developing.
4. As a modern trend in the development of outsourced catering services in economic sectors, a model of responsibility for service quality was examined in detail.

### **4. Conclusion**

Based on the comprehensive analysis of outsourcing and catering services within regional hotels, the study demonstrates that integrating external catering mechanisms,

alongside strategic frameworks like autstaffing, significantly enhances operational efficiency and service quality by leveraging both human and material capital. The findings highlight that the adoption of tailored Key Performance Indicators (KPIs) and value-based assessment methods allows hospitality enterprises to optimize cost structures and transition non-core activities to the private sector smoothly, aligning with regional economic modernization strategies. The implications of these insights suggest that structured outsourcing frameworks not only mitigate state intervention but also foster a highly competitive, digitalized hospitality ecosystem capable of meeting diverse consumer demands. Moving forward, further research should explore the longitudinal impacts of digital ecosystem integrations on catering logistics and examine the legal and socio-economic dynamics of autstaffing models across broader, transnational hospitality markets.

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