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IMPLEMENTATION OF CLEANLINESS, HEALTH, SAFETY AND ENVIRONMENTAL SUSTAINABILITY FOR FOOD AND BEVERAGE SERVICE DEPARTMENT ROYAL VICTORIA HOTEL SANGATA

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ABSTRACT

This research focuses on the application of 4 (four) elements that are often echoed during the Covid-19 pandemic, namely the application of Cleanliness, Health, Safety and Environmental Sustainability (CHSE) in hospitality. In this study, researchers focused on implementing a special CHSE program in the Food and Beverage department after the end of the Covid-19 Pandemic at a 4 (four) star hotel, at the Royal Victoria Sangata Hotel, department that handles the food and beverage section is very important in improving the quality of service both through production and presentation. Even though the pandemic conditions are gradually recovering, the implementation of cleanliness, health, safety and environmental sustainability is very necessary so that guest trust is maintained. This research will see how the post-pandemic CHSE implementation has improved in the food and beverage service department at the Royal Victoria Sangata Hotel. directly, literature, and articles which are then processed using descriptive analysis, namely explaining the data obtained in accordance with the facts obtained in the field and appropriate reference sources. Even though it has entered the end of a pandemic, the implementation of CHSE will be in the food and beverage service department at the Royal Victoria Hotel It's still very good, but it would be nice if the implementation of the CHSE still refers to the standard guidelines that have been issued by the Ministry of Tourism and Creative Economy of the Republic of Indonesia

Keywords:

Deployment, CHSE, Foodservice. Beverage Service, Hotels

INTRODUCTION

During the Covid-19 pandemic, which was an epidemic that changed the order of life for people around the world, or what is known as the *new normal*. People are required to live in the *new normal* to be able to maintain mental health and safety. Covid 19 has had a very heavy impact on the economy, especially those that rely on the economy in the tourism sector. To support the economy to continue to run normally for the sake of economic recovery in the tourism sector to continue. That's why business actors are trying and collaborating with the government on how to keep tourism running normally[13]. (rifaldi, 2022) . Therefore, the government of the Republic of Indonesia issued regulations so that all hotel activities run smoothly amidst the disruption of the Covid-19 virus outbreak that is sweeping the world. In response to this, the government issued guidelines for the CHSE program in various tourism sectors, namely CHSE certification at tourist attractions, tourist cottages , Hotels. MICE, Event Activities, Restaurants / Diners, Rafting Tourism, Golf, Diving Tourism, SPA and Creative economy businesses.[18] (Wicaksono & Suradi, 2021) In writing, researchers used 2 (two) guidelines in this study, namely guidelines for hotel services and guidelines for restaurant services. However, these guidelines have similarities so that they can be combined into one unit in both guides.[5] (<https://chse.kemenparekraf.go.id/pedoman>, 2020) . Therefore it is necessary to implement the CHSE implementation. Application is the act of applying.[6] (KEMENDIKBUD, 2022) implementation which leads to activities, actions, actions, or mechanisms. implementation is not just an activity, but an activity that is planned and carried out seriously based on certain norms to achieve the objectives of the activity.

The implementation of cleanliness, health, Safety and environmental sustainability in the tourist attraction area is an operational guide previously issued from the Decree of the Minister of Health Number HK.01.07/Menkes/382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the

Context of Corona Prevention and Control VirusDisease 2019 (Covid-19). This guide was created and aimed at entrepreneurs and/or managers, employees and local tour guides in meeting the needs of visitors for tourism products and services that are clean, healthy, safe and environmentally friendly during the Covid-19 pandemic .[17] (Tandilino, 2020) . This guide is intended for parties involved in implementing activities, namely activity organizers, workers, visiting visitors, performers, vendors, partners, managers, tourism associations and local governments so that it is hoped that they will be able to produce tourism products and services in terms of this is the implementation of activities that are clean, healthy and safe during the COVID-19 pandemic. supervision of this implementation also needs to be increased so that it remains strictly enforced in the field even though conditions in the future have improved somewhat.[7] (Ningsi & Wibowo, 2022) .

In the tourism recovery effort, there are three strategies implemented to accelerate tourism recovery, including innovation and fundamental changes, the government seeks priority destinations. As well as carried out in the fields of infrastructure, culture, culinary to increase the creative economy industry. The second step is that Adaptation must be implemented and improved in the implementation of Hygiene, Health, Safety and Environmental Health. While the third strategy is collaboration in which all parties must be able to work together and collaborate with the tourism sector because millions of jobs are affected in the tourism sector and the creative economy, it is necessary to strive for wide open job opportunities, and increase people's income.[1] (Anggarini, 2021)

However, in its development, the implementation of program activities and adaptation to the implementation of CHSE will have a significant effect on visitor satisfaction to a tourist destination as well as on the development of the tourism economy and the creative industry itself. However, the opposite happened, namely the implementation of the CHSE program did not affect the development of the tourism economy as well as the economy and the creative industry itself, but for visitors, the application of the CHSE did affect the development of the economy and the creative industry.[2] (Arlinda, 2021) . As already explained that tourist attraction is anything that has uniqueness, beauty, and value in the form of a diversity of natural, cultural, and man-made assets that are the target or destination of tourist visits,[11] (Pusat, 2009) then with the conditions of the world being hit by epidemic, it is fitting that we have to adjust to conditions so that the tourism economy can continue to run.[16] (Suidarma & Afrita, 2021) . In another article about the procedure for implementing CHSE, it turns out that even though there is a CHSE program from the government, it turns out that many people still don't know what CHSE is and how it is implemented in the field. Because of that, there needs to be socialization and there needs to be an understanding so that the community actors understand and participate in implementing it in their tourist destinations[10]. (Palupiningtyas & Yulianto, 2021) . Actors and activists as well as tourism policy makers are also expected to make programs according to their regions in the hope of being able to return the economic situation of the community, especially in the tourism sector, to a better state as before the pandemic. By carrying out this activity program, it is hoped that it can help tourism business actors and creative economy businesses continue to be creative and income remains available to increase income for both hotel businesses, travel business, transportation businesses, restaurants, tourist destinations so that they need to be assisted with the implementation of the CHSE program. In addition to educating the CHSE protocol , The government also needs to invite the public to participate in campaigning for the importance of using non-cash transactions to keep up with the progress of an increasingly modern era. Of course, each program must remain sustainable so that it can last in the future.[3] (Candranegara, Mirta, & Putra, 2021)

Implementation of CHSE can be done with a recovery strategy in the short, medium and long term. The short-term strategy focuses more on support from both the central and regional governments, such as financial needs and policies that fully support the existence of destinations. Then the intermediate strategy is to combine all the roles of the institutions involved, such as educational institutions, government agencies and elements of the media institutions in the region/destination. Meanwhile, the long-term strategy can be carried out by carrying out an operational system for the tourism industry, with the main objective being to pay attention to and maintaining the quality of tourism destinations remains good, with full assistance from the government, both central and regional owners of destinations.[12] (Rahmawati & Paranggu, 2021) . Managers of tourist villages in tourist destinations are also expected to increase their competence in line with existing developments in advancing their tourist destinations. Skills are needed in all respects to support the progress of tourist destinations in their own region, including an understanding of the implementation of CHSE in tourist destinations so that tourist destinations are able to guarantee security, safety and environmental comfort for tourists who are active in tourist destinations.[8] (Nugraheni, Maria, & Octafian, 2020)

In implementing CHSE, all of the existing indicators must all be fulfilled, both destination owners and visiting tourists. Because if it is not the same then the implementation will be ineffective. The availability of facilities also has a very big influence on the implementation of the procedure whether it goes well or not.[9] (Octariana, 2021) The implementation of CHSE also greatly influences knowledge of CHSE itself. According to [4](Fitriana & Putri, 2021) that in the technical guidance it was found that as many as 12 participants (37.5%) had heard of CHSE certification before the implementation of Education and Training was held, and there were still 22% (7 people) who said no interested in participating in the certification because they felt it would not help their business much. The samples taken here were 32 people.

DISCUSSION

GENERAL DESCRIPTION

Hotel Royal Victoria, is the only four-star hotel in the area of East Kutai Regency, East Kalimantan Province, which offers a variety of comprehensive services to meet the needs of all consumers, be it tourists, business people, or government officials who visit the Sangatta area which is the capital of East Kutai Regency. This facility has 80 rooms of several types, namely: Superior, Deluxe, Executive, Junior Suite and Royal suite. Other facilities available are Wehea Restaurant, Maloy Coffee Café, Swimming pool, D'lounge Café, Meeting Room, Business Center, SPA, Fitness Center, Drug Store, Large lobby area and large parking area. All of these facilities make Hotel Royal Victoria not just an ordinary *city* hotel but also a multi-functional lodging place that can be used by tourists with various activities carried out in the Sangatta area and its surroundings.[19]{Hotel, 2022 #45}

CHSE IMPLEMENTATION

In the midst of the Covid-19 pandemic, hotel businesses are experiencing a shortage of visitors. In a situation that is still a pandemic, the government in Indonesia is implementing programs for all businesses in the tourism sector, namely the implementation of Cleanliness, Health, Safety and Environmental Health. Even though it has passed, the implementation of CHSE should still be carried out because this habit is one of the indicators of tourism sustainability. Likewise the implementation of CHSE at the Royal Victoria Sangatta Hotel, especially in the food and beverage department after the pandemic ended.

1. Implementation of CHSE in Restaurants or *Coffee Shops*.

Table 4.5 Implementation of CHSE Specific Guidelines for Restaurants/ coffee shops

No	Implementation of CHSE Specific Guidelines for Restaurants/ <i>coffee shops</i>	Application		Information
		Yes	Not	
1.	Food and drinks are served a la carte or family style. Do not implement a buffet / buffet system. If implementing a buffet/buffet system to place service officers at the provided stalls using masks and gloves, guests are served by officers when taking food and maintaining a minimum distance of 1 (one) meter or carrying out technical engineering such as installing partitions between guests and officers, as well as to avoid splashing onto food		Not	The distance after the pandemic is a bit looser
2.	Seating and distance between guests are regulated at least 1 (one) meter or make technical engineering such as installing partitions on tables.	Yes		
3.		Yes		

	A list of food and drink menus is prepared online. Written menus can be prepared with ingredients that are easy to clean or use only once.			
4.	Provide handwashing with soap (CTPS)/hand sanitizer facilities in restaurants/coffee shops	Yes		
5.	Public areas and items are regularly cleaned with a safe and appropriate disinfectant/other cleaning fluid.	Yes		
6.	The restaurant is free from vectors and disease-carrying animals.	Yes		
7.	Toilets are hygienic, clean, dry, odorless and functioning properly, and are cleaned as often as possible after use.	Yes		
8.	The trash can is closed	Yes		
9.	Hotels that run/have online food/beverage ordering systems, online food/beverage delivery services, drive thru, and take away must always wrap food to be sent safely, tightly closed, and in environmentally friendly materials.	Yes		
10.	Post a map of the location of evacuation routes and assembly points	Yes		

Source: Ministry of Tourism

1.1 Guest CHSE

Table 4.6 Implementation of Special Guidelines for CHSE in Restaurants/ *coffee shops* for Guests at Hotel Royal Victoria Sangatta

NO	Implementation of CHSE Special Guidelines for Restaurants/ <i>coffee shops for Guests</i>	Applied		Information
		Yes	Not	
1	Guests wash their hands with soap/use a hand sanitizer before and after entering the restaurant.	Yes		
2.	Sit on a chair that has been arranged by the restaurant/coffee shop or set a minimum seating distance of 1 (one) meter from other people.	Yes		
3.	Do not use cutlery together.	Yes		
4.		Yes		

	Do not share food and drinks with other people.			
5.	When going to enjoy food and drinks, guests remove the mask and store the mask privately properly and safely, and don't put the mask on the dining table	Yes		
6.	Guests who use the toilet in a restaurant/coffee shop must ensure that they are hygienic, clean, dry and do not smell after use.	Yes		
7.	Guests dispose of used food and tissue waste in the trash and keep the trash closed.	Not	Guests are still carried away by old habits before the pandemic, namely after eating/drinking, they often throw trash on the table, not throwing trash in the place provided.	

Source: Ministry of Tourism

1.2. CHSE Employees

Table 4.7 Application of Special Guidelines for Restaurants/ *coffee shops* for employee

No	Special Guidelines for restaurants/ <i>coffee shops</i> for employees	Applied		Information
		Yes	Not	
1.	Advise guests to make cashless payments.		Not	
2.	Clean all tools used in the payment process with disinfectants/other cleaning fluids that are safe and appropriate, immediately after the transaction is made.	Yes		
3.	Bringing food/drinks from the kitchen or food/drink preparation area to a restaurant/coffee shop using a secure cover.	Yes		
4.	Serving and serving food while maintaining distance from guests.	Yes		
5.	When cleaning the guest's dining table, use another safe and appropriate disinfectant/cleaning liquid.	Yes		
6.	Employees remind guests if they don't comply with health protocols.	Yes		

Source: Ministry of Tourism

2. CHSE Specific Guide to Banquets

Table 4.8 Application of special CHSE guidelines on banquets for entrepreneurs and/or managers of Hotel Royal Victoria Sangatta facilities

No	CHSE Specific Guidance on Banquets for Entrepreneurs and/or Managers, facilities.	Applied		Information
		Yes	Not	
1.	Information on the use of the banquet room guide is posted at the entrance to the banquet room, including the layout or available in the online reservation system.	Yes		
2.	Limit the number of participants based on room capacity, or technical engineering according to health protocols.	Yes		
3.	The venue area is cleaned with other safe and appropriate disinfectants/cleaning fluids before and after the event is held.	Yes		
4.	Food and drinks are served a la carte or family style. Does not implement a buffet / buffet system. If implementing a buffet/buffet system to place service officers at the provided stalls using masks and gloves , guests are served by officers when taking food and maintaining a minimum distance of 1 (one) meter or carrying out technical engineering such as installing partitions between guests and officers, as well as to avoid splashing onto food		Not	Serving food is served in a buffet and there are employees who look after the guests who will take the food dishes that have been served.
5.	Serving snacks in breaks are served individually.	Yes		Served with a <i>saucer</i> and some are using a box
6.	Provide handwashing with soap (CTPS)/hand sanitizer facilities in the venue area.	Yes		
7.	Toilets are hygienic, clean, dry, odorless and functioning properly, and are cleaned as often as possible after use.	Yes		
8.	The trash can is closed.	Yes		
9.	Post a map of the location of evacuation routes and assembly points	Yes		
10.	Place the fire extinguisher in an easily accessible location, complete with instructions on how to use it.	Yes		

Source: Ministry of Tourism

2.1. Visitor

Table 4.9 Implementation of special CHSE guidelines on Banquets for Royal Victoria Sangatta Hotel Guests

No	CHSE Special Guide on Guest Banquets	Applied		Information
		Yes	Not	
1.	Guests follow the rules of sitting position and queue by maintaining a safe distance of at least 1 (one) meter in the banquet room.	Yes		
2.	Do not use cutlery together.	Yes		
3.	Do not share food and drinks with other people.	Yes		
4.	Guests who use the toilet keep it hygienic, clean, dry and odorless after use.	Yes		
5.	Guests dispose of used food and tissue waste in the trash and keep the trash closed.	Yes		

Source: Ministry of Tourism

2.2. Employee**Table 4.10 Implementation of CHSE Special Guidelines on Banquets for Royal Victoria Hotel employees**

No	CHSE Specific Guidance on Banqueting for employees	Applied		Information
		Yes	Not	
1.	Advise guests to make cashless payments.		Not	
2.	Clean all tools used in the payment process with disinfectants/other cleaning fluids that are safe and appropriate, immediately after the transaction is made.	Yes		
3.	Bringing food and drinks from the kitchen or food/drink preparation area to the banquet room using a secure cover.	Yes		
4.	Clean banquet equipment and supplies such as tables, chairs, microphones, etc. before and after use using a safe and appropriate disinfectant/cleaning fluid.	Yes		
5.	Remind guests if they don't comply with health protocols	Yes		

Source: Ministry of Tourism



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CONCLUSION

Based on the implementation of the research activities above, it can be said that the implementation of the post-pandemic CHSE implementation is still being carried out, but there have been leeway given, such as distance issues, wearing masks and serving food and drinks that are close to normal. However, the normal implementation of CHSE must be continued by the hotel, not only in the food and beverage department but also in all hotel areas. Another thing that needs to be done is to hold socialization and training for employees regarding the implementation of the CHSE as a whole even though the pandemic has passed. However, as hospitality officers, we must maintain standards of service to guests

METHODOLOGY

The research took the object at the Royal Victoria Sangatta Hotel which is located Jl. Education RT.04 Teluk Lingga Sangatta Utara, East Kutai, East Kalimantan Province, Indonesia. This research was conducted using a qualitative approach, namely research conducted and demonstrated with the aim of describing and analyzing phenomena, events, social activities, attitudes, thoughts of people individually or in a group. The results of the research obtained are interpretation descriptions in which researchers explain and describe each object studied tentatively in the context of a particular time or situation. (Sugiyono, 2015) . Data collected through several methods, namely observation, interviews and bibliography. The data collected is in the form of primary and secondary data. The data obtained was analyzed through the process of systematically searching and compiling which was obtained and obtained from the results of interviews, field notes and documentation, by organizing the data into categories, describing them into units, synthesizing them, compiling them into patterns, sorting out which ones important and what will be learned, and make conclusions so that it is easily understood by oneself and others . (Sugiyono , 2018)

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