

Implementation of CHSE Standards at Pastry Section Hotel Royal Tulip Gunung Geulis Resort and Golf Bogor

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Abstract

The Covid-19 pandemic that has been going on since the beginning of 2020 has had an impact on the world's global economic sector, especially the tourism sector. This pandemic has also had an impact on the development of the hotel and restaurant business in Indonesia, where the government issued regulations to enforce restrictions on community activities (PPKM), including in the city of Bogor. The impact of this regulation resulted in hotel occupancy rates decreasing by an average of 30% and sales of food and beverage products in restaurants also dropping even up to 70 percent. The food and beverage facilities the hotel must struggle to maintain their operations. One of the strategies taken is by gaining guest trust in security guarantees throughout the hotel's environment. Hotel Royal Tulip Gunung Geulis Resort and Golf – Bogor, already has a hotel eligibility certificate, namely the Cleanliness Hygiene Safety and Environment (CHSE) certification whose audit is carried out by an institution appointed by the Government. The CHSE certificate is given in order to provide assurance to customers on the implementation of hygiene, health, safety, and environmental sustainability throughout the hotel's scope. This study aims to analyze the application of CHSE standards in the Pastry Section as part of the food and beverage product department. The analysis was carried out on the research sample on aspects of Personal Safety Hygiene and Grooming, Storage of Raw Materials, Handling of Equipment, and Environmental Cleanliness. Qualitative descriptive method was carried out in this study using data collection techniques in the form of interviews, field observations and documentation to be analyzed by triangulation techniques. The results showed that the application of CHSE standards in the aspects of Personal Safety Hygiene and Grooming obtained a score of 42.64%, meaning that it still needed to be improved, while for other aspects studied, which are Raw Material Storage, Equipment Handling and Environmental Hygiene, it can be said to be quite good with the score at above 50%. The output target in this study is to identify factors from those 4 aspects studied which are considered to be lacking and need to be improved and to find solutions for improvement. In other word, the implementation of the CHSE standard can really be implemented properly with the aim that food quality, cleanliness and safety in the hotel environment remain maintained and can reduce the number of Covid-19.

Keywords: CHSE, Covid-19 Pandemic, Hotel, Pastry Section
