# Application of Green Practice in Food & Beverage Department to Increase Guest Satisfaction in Renaissance Bali Uluwatu Resort & Spa

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**Abstract:** This study aims to determine the application of green practice in the Food & Beverage Department to increase guest satisfaction and determine the most influence green practice on the Food & Beverage Department to increase guest satisfaction at Renaissance Bali Uluwatu Resort & Spa. This research data collection method was carried out by observation, interviews, questionnaires, and a literature study. The sampling technique in this study used Accidental Sampling with a total sample of 55 respondents and 3 informants. Collecting data using an online questionnaire distributed to respondents using a google form link. The results of the data from the questionnaire were processed by conducting validity tests, reliability tests, classical assumption tests, multiple correlation tests, multiple linear regression tests, coefficients of determination, t-tests, and F-tests with SPSS 25 software for windows. The data analysis technique used descriptive qualitative analysis to determine the application of green practice in the Food & Beverage Department to increase guest satisfaction and quantitative analysis with a multiple linear regression test. It is used to determine the most influential variables in the Food & Beverage Department to increase guest satisfaction. The results show that the application of green practices has been carried out optimally in the Food & Beverage Department such as not using plastic materials, using materials from local farmers, and separating organic and non-organic waste. While the results of the multiple linear regression test show that the most influential variable is green food at 7.426 and the coefficient of determination analysis test shows that green food is 83.4% which has a very strong relationship.

**Keywords:** Green Practice, Guest Satisfaction, Food & Beverage Department

## Introduction

Bali as a tourist destination has started to apply the concept of sustainable tourism development, namely the green practice program. Green practice is a hotel with an environmentally friendly concept to direct the concern of the business world to save the environment from the impact of the industry despite only concern to the cost profit. Therefore, green practice is not only to attract guests (Mujahidin, 2015). Global warming also impacts the phenomenon of the trend of tourist consumption patterns which have begun to make the parameters of environmentally friendly concepts and management one of the benchmarks in choosing hotel accommodation facilities (Pramesti, 2019). Tourism is an asset that must be developed because tourism can contribute to the country's foreign exchange and has a high value in determining the progress of the times. The tourism industry is closely related to the world of hospitality because hotels are engaged in services and accommodation to support the operation of tourism in Bali (Yusnita & Yulianto, 2013). A hotel is a hospitality industry that provides accommodation, facilities, and services that support guests' comfort while staying and is managed by professional management for profit. Hotels are growing rapidly with various types of one-star to five-star hotels.

The increasing growth of hotel in Bali certainly affects the surrounding environment, both on a small and large scale. One of them is the impact of global warming from the physical construction of the building to the operational stage which is an important concern for the government and tourism stakeholders (Studi & Resort, 2017). Following the concept, hotel operations are encouraged to apply environmentally friendly concepts toward sustainability with various initiatives, such as reforestation programs, eco-resorts, energy efficiency, and building development according to standards set by the government (Pramono et al., 2016).

One of the hotels that implement green practices is Renaissance Bali Uluwatu Resort & Spa which is a 5-star hotel located at Jalan Pantai Balangan I No. 1, Ungasan, South Kuta District, Badung Regency. Renaissance Bali Uluwatu Resort & Spa as a 5-star hotel has several departments, one of which is the Food & Beverage Department. It has a very important task to be in charge of meeting food and beverage needs in increasing guest satisfaction because hotels not only as the need for a place to stay but also need for food and drinks accompanied by good service to create guests' satisfaction to stay at the hotel (Paulo, 2019). Renaissance Bali Uluwatu Resort & Spa has already applied green practices during the service process to guests. The green practice used is the use of paper straws for every drink, the use of changing menus using barcodes, the use of QRIS and e-money for payments from restaurant outlets, and the use of online menus for in-room dining. Some consumers feel that there has been an improvement in service since Hotel Renaissance Bali Uluwatu Resort & Spa has implemented green practices.

The purpose of this study is to determine the application of green practice in the Food & Beverage Department at Renaissance Bali Uluwatu Resort & Spa and to show the most influence of green practice variables on the Food & Beverage Department to increase guest satisfaction at Renaissance Bali Uluwatu Resort & Spa. Previous research was conducted by Astawa (Astawa et al., 2019) with the title "Green Food Presentation for Tourism Awareness Groups in Supporting Green Events in Pinge Village" stated that the results of the research on food and drink served with a green concept using ingredients from the village had an impact on the impression that event participants felt happy and satisfied with the food and noodles. In addition, the impact of this result is that tourism managers must maintain a unique and competitive food presentation concept. These results also contribute to sustainable tourism through culture-based green food in tourism villages. Another study was conducted by Budiantoro (Budiantoro et al., 2015) under the title "The Effect of Green Practice on Green Consumer Behavior at The Kemangi Restaurant, Hotel Santika Pandegiling Surabaya". The results showed that the three independent variables had a positive effect, but only the green donation variable had a positive and significant effect. Green action and green food variables have a positive but not significant effect on green consumer behavior. Based on this background, it can be determined that the research problem is: (1) How is the application of green practice in the Food & Beverage Department at Renaissance Bali Uluwatu Resort & Spa? (2) Which green practice variable has the most influence on the Food & Beverage Department to increase guest satisfaction at Renaissance Bali Uluwatu Resort & Spa?

## Method

The research was conducted for six months at Renaissance Bali Uluwatu Resort & Spa by taking the object of implementing green practices at the Food & Beverage Department to improve guest satisfaction at Renaissance Bali Uluwatu Resort & Spa. The variables included are green practice (X) and guest satisfaction (Y). Variables from green practice are divided into three variables, namely green action (X1), green food (X2), and green donation (X3). Schubert (Schubert, 2008) suggests that the indicators of green practice consist of green action, green food, and green donations. Green action means activities that aim to protect and provide positive impacts on the environment, which are included in the use of environmentally friendly materials, segregation of organic and inorganic waste, and implement energy and water efficiency. Green food is local food ingredients and organic matter that supports the environment for the long term ahead, purchase and use local ingredients in the cooking process, doing menu changes in accordance with the use of local organic materials, and provide special information on the menu such as vegetarian, local, gluten-free and others. Meanwhile, the green donation variable is the restaurant's effort to donate funds, participate in community projects, and educate the public about the impact of environmental damage by restaurants and how to overcome them. Indicators of the green donation variable include funding and following environmentally friendly projects as well as educating the public about green practices.

Guest satisfaction as the dependent variable is someone's satisfaction after comparing perceptions with expectations, guests can feel the level of satisfaction if performance is below expectations then guests will feel disappointed, but if performance is in line with expectations, guests will feel satisfied and if performance exceeds expectations, guests will feel very satisfied (Simarmata, 2018). Types and sources of data used are quantitative and qualitative data with primary data and secondary data. The primary data used in this study are the results of the questionnaire, and the secondary data that is used in this study is the general description of the hotel. According to Sugiyono (2014:80), the population is a generalization area consisting

of objects or subjects that have certain characteristics applied by the researcher to be studied and then withdrawn from the conclusion. In this study, the population is guests who stay at Renaissance Bali Uluwatu Resort & Spa. The sample is part of the number and characteristics owned by the population (Sugiyono, 2014:81). Sampling method in this research is using Accidental Sampling which is a sampling technique that is carried out to guests by accidentally met by researchers who can be used as samples as a data source. According to Utama (Utama et al., 2021), the size of the sample depends on indicators and has to be multiplied by 5. The indicators in this study consist of 11 indicators and the sample used in this study are 55 respondents. Data collection methods in this study were through interviews, observation, questionnaires, and literature study. The data analysis technique used is qualitative descriptive and quantitative descriptive with multiple regression analysis. The qualitative data analysis technique used is based on the theory of Miles and Huberman through three stages of implementation, namely data reduction, data presentation, and conclusion (Ahyar, 2020). Multiple regression analysis is a statistical technique used to find useful regression equations for values. The dependent variable is based on the values of the independent variable and analyzes the relationship between one variable and two or more independent variables either simultaneously or partially (Yuliara, 2016). Quantitative data analysis techniques performed include validity, reliability, normality, multicollinearity, linearity, heteroscedasticity, correlation analysis, multiple linear regression analysis, t-test, F-test, hypothesis testing, and coefficient of determination. The data processing was carried out using the SPSS 25.0 application for windows.

## Result and Discussion

Renaissance Bali Uluwatu Resort & Spa is located on Jalan Pantai Balangan I No. 1, Ungasan, South Kuta, Badung, Bali. Renaissance Bali Uluwatu Resort & Spa is one of the brands owned by the family of J. Willard Marriot and the first Renaissance Hotel in Indonesia. It held a grand opening on June 06 2018 and is currently managed by PT Alam Bali International. Renaissance Bali Uluwatu Resort and Spa has a policy in its management to require all its activities to pay attention to the impact that will be generated on the environment.

The results of the research on the sample show that the characteristics of the respondents are differentiated by gender, occupation, the purpose of stay, and length of stay with a sample of 55 respondents.

**Table 1.** Characteristics of Respondents at Renaissance Bali Uuwatu Resort and Spa

| Characteristics | Classification | Number (person) | Percentage |
|---|---|---|---|
| **Gender** | Male | 33 | 60.0% |
| | Female | 22 | 40.0% |
| | Total | 55 | 100% |
| **Occupation** | Employee | 31 | 56.4% |
| | Student | 15 | 27.3% |
| | Others | 9 | 16.4% |
| | Total | 55 | 100% |
| **Length of Stay** | 1 Day | 5 | 9.1% |
| | 2 Days | 23 | 41.8% |
| | > 2 Days | 27 | 49.1% |
| | Total | 55 | 100% |
| **Stay Purpose** | Business | 9 | 16.4% |
| | Holiday | 44 | 80.0% |
| | Other | 2 | 3.6% |
| | Total | 55 | 100% |

Source: Data processed by SPSS 25.0 for windows

Based on the table of respondent characteristics, it can be concluded that respondents with gender characteristics are dominated by men as much as 60% or 33 people, based on job characteristics show that respondents are dominated by employees as much as 56.4% or 31 people and followed by students and others, respondents based on the characteristics of the length of stay with the least value based on the 1 day classification by 9.1% and the guests who stay for more than two days by 49.1% or 27 people, while respondents with the characteristics of the purpose of staying is dominated with a vacation purpose of 80% or 44 people, then followed by the aim of business by 16.4% or 9 people and other activities by 3.6% or 2 people.

### Results

Testing the validity of the item or statement indicator is done by calculating the Pearson correlation. An indicator is said to be valid if the Pearson correlation r value is more than the r table. The results of the validity test of this study are shown in table 2 as follows.

**Table 2.** Validity Test Results

| Variable | Code | r-table | Pearson Correlation | Description |
|----------|------|---------|---------------------|-------------|
| Green Action ($X_1$) | $X_{1.1}$ | 0.266 | 0,865 | Valid |
|  | $X_{1.2}$ | 0.266 | 0,838 | Valid |
|  | $X_{1.3}$ | 0.266 | 0,869 | Valid |
| Green Food ($X_2$) | $X_{2.1}$ | 0.266 | 0,822 | Valid |
|  | $X_{2.2}$ | 0.266 | 0,778 | Valid |
|  | $X_{2.3}$ | 0.266 | 0,762 | Valid |
| Green Donation ($X_3$) | $X_{3.1}$ | 0.266 | 0,872 | Valid |
|  | $X_{3.2}$ | 0.266 | 0,876 | Valid |
| Guest Satisfaction ($Y$) | $Y.1$ | 0.266 | 0,705 | Valid |
|  | $Y.2$ | 0.266 | 0,860 | Valid |
|  | $Y.3$ | 0.266 | 0,895 | Valid |

Source: Data processed by SPSS 25.0 for windows

Previously it was known that the value of r table with 55 respondents and the level of significance 0.05 is 0.266. Therefore, based on Table 4.2 above, it is shown that all statement indicators in the variables Green Action ($X_1$), Green Food ($X_2$), Green Donation ($X_3$), and Guest Satisfaction ($Y$) have a Pearson correlation value that is more than r table by 0.266. Thus it can be concluded that all of the statement indicators related to the variables Green Action ($X_1$), Green Food ($X_2$), Green Donation ($X_3$), and Guest Satisfaction ($Y$) meet the data validity requirements.

**Table 3.** Reliability Test Results

| Variable | Cronbach's Alpha | Description |
|----------|------------------|-------------|
| Green action ($X_1$) | 0,815 | Reliable |
| Green Food ($X_2$) | 0,691 | Reliable |
| Green Donation ($X_3$) | 0,691 | Reliable |
| Guest Satisfaction ($Y$) | 0,760 | Reliable |

Source: Data processed by SPSS 25.0 for windows

According to (Janna, 2020), the reliability test is a measuring tool that remains consistent if the measurement is repeated. The reliability test in this study used the alpha method Cronbach to determine whether each instrument is reliable or not. A construct or a variable is said to be reliable if it gives a Cronbach Alpha value > 0.60. Table 3 shows that all statement indicators in the variables Green Action ($X_1$), Green Food ($X_2$), Green Donation ($X_3$), and Guest Satisfaction ($Y$) have Cronbach's Alpha values greater than 0.60 means that they can be accepted that all indicators of the statement on the questionnaire are reliable.

**Table 4.** Normality Test Results

| One-Sample Kolmogorov-Smirnov Test | | |
|---|---|---|
| | | Unstandardized Residual |
| N | | 55 |
| Normal Parameters[a,b] | Mean | .0000000 |
| | Std. Deviation | .66564309 |
| Most Extreme Differences | Absolute | .114 |
| | Positive | .114 |
| | Negative | -.096 |
| Test Statistic | | .114 |
| Asymp. Sig. (2-tailed) | | .071[c] |

Source: Data processed by SPSS 25.0 for windows

Based on the tests, it was found that the significance value was 0.71. This value is greater than the critical value of 0.05. Therefore, it can be concluded that the residuals of the regression model are normally distributed.

**Table 5.** Multicollinearity Test Results

| Independent Variable | Tolerance | VIF |
|---|---|---|
| Green Action (X1) | 0,653 | 1,531 |
| Green Food (X2) | 0,508 | 1,967 |
| Green Donation (X3) | 0,574 | 1,743 |

Source: Data processed by SPSS 25.0 for windows

The multicollinearity test is a regression model that aims to test the correlation between independent variables (Ghozali, 2016). The results of the study can be said that there is no multicollinearity if the tolerance value > 0.10 and the VIP value < 10. The results in table 5 show that the VIF value for Green Action is 1.531, Green Food is 1.967, and Green Donation is 1.743, it can be said that the VIF value for all independent variables is less than 10. It is also known that the Green Action tolerance value is 0.653, Green Food is 0.508 and Green Donation is 0.574, as a result, it can be accepted that the tolerance value for all variables independent more than 0.10. Thus, it can be concluded that all independent variables do not experience multicollinearity symptoms.

**Table. 6** Heteroscedasticity Test

| Independent Variable | Critical Value | Significance Value |
|---|---|---|
| Green Action (X1) | 0,05 | 0,860 |
| Green Food (X2) | 0,05 | 0,070 |
| Green Donation (X3) | 0,05 | 0,549 |

Source: Data processed by SPSS 25.0 for windows

Table 6 informs that the significance value of the Green Action variable (X1) is 0.860, the Green Food variable (X2) is 0.070 and the Green Donation (X3) is 0.549. Because the significance value of all the independent variables is more than 0.05, it can be concluded that significantly all independent variables in this study did not experience symptoms of heteroscedasticity.

**Table 7.** Linearity Test Results

| Linearity | Significance Value Deviation from linearity |
|---|---|
| Green Action (X1) with Guest Satisfaction (Y) | 0,666 |
| Green Food (X2) with Guest Satisfaction (Y) | 0,349 |

| | |
|---|---|
| Green Donation (X3) with Guest Satisfaction (Y) | 0,822 |

Source: Data processed by SPSS 25.0 for windows

Based on table 7, it is known that the significance value of deviation from linearity for the relationship between Green Action (X1) and guest satisfaction (Y) is 0.666. The significance value of deviation from linearity for the relationship between Green Food (X2) and guest satisfaction (Y) is 0.349. The significance value of deviation from linearity for the relationship between Green Donation (X3) and guest satisfaction (Y) is 0.822. All significance values indicate a value of more than 0.5, it can be concluded that there is a is a significant linear relationship between all independent variables guest satisfaction variable.

**Table 8.** Correlation Analysis Test Results

| R | R Square | Sig. F Change |
|---|---|---|
| 0,918 | 0,843 | 0,000 |

Source: Data processed by SPSS 25.0 for windows

Table 8 shows that the value of Sig. F Change is 0.000 which means that the significance value can be accepted that all independent variables are simultaneously and significantly related to the dependent variable. In addition, it is also known that the relationship between all independent variables on the dependent variable with a correlation coefficient value of 0.918 shows a very strong influence. While the simultaneous contribution of Green Action (X1), Green Food (X2), and Green Donation (X3) variables on Satisfaction Guest (Y) is 84.3% and 15.7% is determined by other variables.

**Table 9.** Multiple Linear Regression Test Results

| | | B | Std. Error | Beta | t. | Sig. | Tolerance | VIF |
|---|---|---|---|---|---|---|---|---|
| | **Coefficients<sup>a</sup>** | | | | | | | |
| 1 | (Constant) | -4.252 | 1.175 | | -3.618 | .001 | | |
| | Green Action | .244 | .078 | .214 | 3.111 | .003 | .653 | 1.531 |
| | Green Food | .647 | .087 | .578 | 7.426 | .000 | .508 | 1.967 |
| | Green Donation | .555 | .152 | .267 | 3.641 | .001 | .574 | 1.743 |

a. Dependent Variable: Guest Satisfaction

Source: Data processed by SPSS 25.0 for windows

$$\widehat{Y} = a + B_1X_1 + B_2X_2 + B_3X_3$$
$$\widehat{Y} = -4.252 + 0{,}244X_1 + 0{,}647X_2 + 0{,}555X_3$$

Description:
Y : Guest Satisfaction
X1 : Green Action
X2 : Green Food
X3 : Green Donation

From the regression model above, several things can be explained, there are:

1. A constant of -4.252 indicates that if the value of all independent variables such as Green Action (X1), Green Food (X2), and Green Donation (X3) of zero, then Y value is -4,252.
2. The Green Action coefficient (X1) of 0.244 indicates a positive value and the presence of unidirectional influence between the X1 variable on guest satisfaction (Y), which means that for every addition of 1 variable score X1, then the value of Y will increase by 0.244.
3. The Green Food Coefficient (X2) of 0.647 indicates a positive value and the effect of which is in the direction of the variable X2 on guest satisfaction (Y), which means that every addition of 1 variable score X2, then the value of Y will increase by 0.647.
4. The Green Donation coefficient (X3) of 0.555 indicates a positive value and the presence of unidirectional influence between the X3 variable on guest satisfaction (Y), which means that for every addition of 1 variable score X3, then the value of Y will increase by 0.555.

5. The regression model shows that the Green Food variable (X2) more affects guest satisfaction (Y) compared to the two independent variables because the value of the X2 coefficient is greater than the others.

**Table 10.** T-Test Results (Partial)

| | | B | Std. Error | Beta | t. | Sig. | Tolerance | VIF |
|---|---|---|---|---|---|---|---|---|
| 1 | (Constant) | -4.252 | 1.175 | | -3.618 | .001 | | |
| | Green Action | .244 | .078 | .214 | 3.111 | .003 | .653 | 1.531 |
| | Green Food | .647 | .087 | .578 | 7.426 | .000 | .508 | 1.967 |
| | Green Donation | .555 | .152 | .267 | 3.641 | .001 | .574 | 1.743 |

a. Dependent Variable: Guest Satisfaction

Source: Data processed by SPSS 25.0 for windows

Table 10 informs that the significance value of the t-test results for all variables independent is acceptable that Green Action (X1), Green Food (X2), and Green Donation (X3) partially has a significant effect on guest satisfaction, and concluded that:
1. The Green Action variable got the results of the sig value of 0.003 <0.05 and t count 3.111 > 2.00758, means that the results of the hypothesis test state that H0 is rejected and H1 is accepted and the Green Action variable has a positive impact on guest satisfaction.
2. The Green Food variable has the sig value of 0.000 <0.05 and t count 7.426 > 2.00758, means that the results of the hypothesis test state that H0 is rejected and H2 is accepted and the Green Food variable has a positive impact on guest satisfaction.
3. The Green Donation variable got the sig value of 0.001 < 0.05 and t count of 3.641 > 2.00758, means that the results of the hypothesis test state that H0 is rejected and H3 is accepted and the Green Donation variable has a positive impact on guest satisfaction.

**Table 11.** F Test Results (Simultaneous)

| | Model | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| 1 | Regression | 128.255 | 3 | 42.752 | 91.127 | .000[b] |
| | Residual | 23.926 | 51 | .469 | | |
| | Total | 152.182 | 54 | | | |

Source: Data processed by SPSS 25.0 for windows

Based on the table above, it can be seen the value of Sig. 0.00 < 0.05 and the calculated F value is 91.127 > 2.79. It can be concluded that Green Action (X1), Green Food (X2), and Green Donation (X3) simultaneously have a significant effect on Guest Satisfaction (Y).

**Table 12.** Coefficient of Determination Test Results

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .918[a] | .843 | .834 | .685 |

Source: Data processed by SPSS 25.0 for windows

The results of the analysis carried out show that the coefficient of determination obtained 0.843 with a very strong relationship. This value indicates that the independent variables Green Action (X1), Green Food (X2), and Green Donation (X3) were able to the diversity of the dependent variable by 84.3% while the other 15.7% were caused by factors outside this study.

**Discussions**

Through the analysis of data processing using SPSS, conclusions can be drawn that the most impact of independent variable on guest satisfaction can be seen based on the t-test (partial) that has been carried out, the results of the data analysis show that the Green Food variable is the variable that has the most influence

on the dependent variable. This is because the Green Food variable has the highest t-count value of 7.426 and a significance of 0.000. Green Food is one of the dominant efforts favored by guests because uses local ingredients for food and has Balinese characteristics such as Nasi Jinggo Ungasan and Ayam Betutu.

This research also collects data by interview and observation in the form of direct observations at the Food & Beverage Department at Renaissance Bali Uluwatu Resort and Spa to be able to find out the form of implementation of green practice that has been applied. These activities include:

1. *Green Action*

   Based on the results of interviews with the Director of Food & Beverage, it is said that the application can be done by reducing the use of plastic materials that able to harm the environment by replacing them with recyclable materials such as paper. The products are straws, takeaway boxes, and takeaway cups made of paper, the use of QRIS and e-money for payments from restaurant outlets, the use of online menus for in-room dining to the use of changed menus by using barcodes.

   The application is also carried out by sorting organic and non-organic waste, the result of this sorting will be used as organic fertilizer to treat plants around the hotel area. Results interview with Supervisor of Food & Beverage informs that the waste sorting at Renaissance Bali Uluwatu Resort & Spa is divided into three, namely, waste sorting organic, inorganic, and chemical. This sorting is assisted by all employees and guests at the hotel to be able to maintain the environment around the hotel. In addition, Renaissance Bali Uluwatu Resort & Spa has implemented a recycling system, such as gallons of water, spirit bottles, and beer bottles must first be handed over to the supplier for empty bottles to exchange for new ones.

   The application of green practice is carried out with energy and water through how to manage electricity consumption by urging all employees to always turn off electronic equipment, lights, and other energy that are no longer used as an effort to save energy. Water efficiency is done in a better way by doing the washing process of used tools and materials.

2. *Green Food*

   The use of local ingredients in the process of making food and purchased ingredients that come from local people at the Food & Beverage Department as an effort to support the green practice movement that has been explained by the informant. Meanwhile, the opinion of the staff at Food & Beverage Service said that the change in menu ingredients was carried out at the Food & Beverage Department to implement the concept of Green Food is to use local organic ingredients such as banana leaves. The menu at the restaurant will use more additional banana leaves such as Nasi Jinggo Ungasan and Sate Lilit which is a typical food in Bali.

   In addition, an effort to provide information on the food menu to give attention to guests on ingredients and special descriptions such as local and organic ingredients used or vegetarian and gluten-free food.

3. *Green Donation*

   The application of green donation at the Renaissance Bali Uluwatu Resort & Spa was carried out by participating in environmentally friendly projects. According to the informant, the hotel will send representatives in each department to make a green donation by donating in the form of food at the nearest Banjar. The hotel also donated to the orphanage care and give gifts to children at Prema Shanti Bakung Sari Kindergarten every Sunday. Other implementations are also carried out through education for employees by training on the application of green practice, both in-person and virtual training by the Marriott International Team. After employees are given the training, employees also convey to guests about the application of green practice at Renaissance Bali Uluwatu Resort & Spa and guests will appreciate the action of Renaissance Bali Uluwatu Resort & Spa verbally.

## Conclusion

Implementation of Green Practice (green action, green food, and green donation) in the Food & Beverage Department at Renaissance Bali Uluwatu Resort & Spa has been implemented. The method used is following the concept of Green Practice. For example, straws, take away boxes are all made of paper and are environmentally friendly and purchase local ingredients. The application of this Green Practice is said to impact guest satisfaction because guests appreciate the actions of Renaissance Bali Uluwatu Resort & Spa verbally. This application of Green Practice provides several positive impacts for example, environmentally friendly and food safety is guaranteed.

Green action variable gets the results of the sig value of 0.003 < 0.05 and t count 3.111 > 2.00758, this means that the results of the hypothesis test state that H0 is rejected and H1 accepted in other words, the green action variable has a positive influence on satisfaction visitor. The green food variable got the results of sig value of 0.000 <0.05 and t count 7,426 > 2,00758, shows that the results of the hypothesis test state that H0 is rejected and H2 accepted in other words, the green food variable has a positive impact on guest satisfaction. The green donation variable got results of the sig value of 0.001 <0.05 and t count 3.641 > 2.00758, then the results of the hypothesis test state that H0 is rejected and H3 is accepted In other words, the green donation variable has a positive effect on guest satisfaction. Thus it can be concluded that the green food variable (X2) is the most effect on the Guest Satisfaction variable (Y) than the other X variables.

## Acknowledgment

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