

UNDERGRADUATE THESIS

**IMPLEMENTATION OF GREEN PRACTICES IN
FOOD AND BEVERAGE DEPARTMENT TO
SUPPORT GREEN HOTEL AT KALAHARI RESORT
& CONVENTIONS POCONOS**



POLITEKNIK NEGERI BALI

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**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
2024**

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**This undergraduate thesis is submitted as one of the requirements to earn
applied Bachelor's Degree in Tourism Management Study Program in
Politeknik Negeri Bali**



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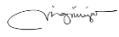


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Praise the author to Almighty God for blessings and the author's grace to write a research paper titled "Implementation of Green Practices in Food and Beverage Department to Support Green Hotel at Kalahari Resort & Conventions Poconos" well, and the author is able to finish it on time. This thesis is written to fulfill one of the requirements to achieve the Applied Bachelor's degree in the DIV Tourism Business Management Study Program, Politeknik Negeri Bali. With gratitude, the author will express special appreciation for those who have guided while completing this thesis and they are:

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The author realizes that this thesis is not perfect, but criticism and suggestions are needed to make this thesis better and can be useful for many people.

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ABSTRAK

Novandika, I Gede Indra, 2024. Implementation of Green Practices in Food and Beverage Department to Support Green Hotel at Kalahari Resort & Conventions Poconos. Thesis: Tourism Business Management, Department of Tourism, Politeknik Negeri Bali.

Skripsi ini telah disetujui dan diperoleh oleh Pembimbing I : Dr. Drs. I Ketut Sutarna, MA dan Pembimbing II : I Gusti Agung Mas Komala Sari, S.Si, M.Si

Kata kunci : Green Practice, Green hotel, Food and Beverage Department

Penelitian ini membahas tentang Implementasi Green Practice Pada Food and Beverage Department Untuk Mendukung Green Hotel Kalahari Resort & Conventions Pocono. Tujuan dari penelitian ini adalah untuk mengetahui penerapan green practice pada Food and Beverage Department di Kalahari Resort & Convention Poconos dan untuk mengetahui bagaimana hubungan green practice dengan green hotel pada Food and Beverage Department di Kalahari Resort & Conventions Poconos. Metode pengumpulan data dilakukan dengan observasi, wawancara, angket, dokumentasi, dan studi pustaka. Sampel yang digunakan sebanyak 15 responden dengan teknik pengambilan sampel dengan pendekatan general non-probability sampling. Metode analisis data yang digunakan adalah metode kualitatif dan kuantitatif, metode kualitatif meliputi beberapa tahapan yaitu reduksi data, penyajian data, dan penarikan kesimpulan, sedangkan penelitian kuantitatif melalui statistik deskriptif. Pengolahan data penelitian ini menggunakan bantuan Microsoft excel dan SPSS 25 *for windows*, data diperoleh melalui penyebaran kuesioner yang kemudian dihitung skor dan persentasenya. Hasil penelitian ini menunjukkan bahwa Food and Beverage Department Kalahari Resort & Conventions Poconos sudah menerapkan green practice yaitu green action indicator memperoleh rata-rata 79.70%, green food memperoleh rata-rata 80,80%, green donation memperoleh rata-rata rata-rata sebesar 76,89%, sehingga dapat disimpulkan bahwa ketiga indikator green practice memperoleh total rata-rata sebesar 79,13% yang berarti green practice pada Food and Beverage Department Kalahari Resort & Conventions Poconos telah terlaksana dengan baik dan menunjukkan komitmen kuat terhadap praktik ramah lingkungan dengan mengintegrasikan tindakan ramah lingkungan seperti pencahayaan LED dan kemasan biodegradable. Penggunaan langkah-langkah penghematan air dan teknologi hemat energi mengatasi permasalahan lingkungan secara efektif. Program daur ulang dan pengomposan departemen ini mendukung pengelolaan sampah dan kesejahteraan masyarakat dengan mengurangi sampah di TPA. Sumber pangan lokal dan organik sejalan dengan pertanian berkelanjutan dan mengurangi emisi transportasi. Selain itu, inisiatif donasi resor ini meningkatkan kredensial ramah lingkungan dengan mendukung badan amal lingkungan dan proyek komunitas, yang mencerminkan pendekatan komprehensif terhadap keberlanjutan.

ABSTRACT

Novandika, I Gede Indra , 2024. Implementation of Green Practice in Food And Beverage Department to Support Green hotel at Kalahari Resort & Conventions Poconos. Thesis: Tourism Business Management, Department of Tourism, Politeknik Negeri Bali.

This thesis has been approved and obtained by the Supervisor I Dr. Drs. I Ketut Sutarna, MA and Supervisor II: I Gusti Agung Mas Komala Sari, S.Si, M.Si

Keywords: Green Practice, Green hotel, Food and Beverage Department

This research discusses the implementation of green practices in the Food and Beverage Department to support the Green Hotel Kalahari Resort & Conventions Pocono. The purpose of this research is to find out the application of green practices in the Food and Beverage Department at Kalahari Resort & Convention Poconos and to find out how green practices relate to green hotels in the Food and Beverage Department at Kalahari Resort & Conventions Poconos. Data collection methods were carried out using observation, interviews, questionnaires, documentation and literature study. The sample used was 15 respondents with a sampling technique using a general non-probability sampling approach. The data analysis methods used are qualitative and quantitative methods, the qualitative method includes several stages, namely data reduction, data presentation, and drawing conclusions, while quantitative research uses descriptive statistics. This research data processing uses the help of Microsoft Excel and SPSS 25 *for Windows*, data is obtained through distributing questionnaires and then calculating the scores and percentages. The results of this research indicate that the Food and Beverage Department of Kalahari Resort & Conventions Poconos has implemented green practices, namely green action indicators obtained an average of 79.70%, green food obtained an average of 80.80%, green donations obtained an average of 76.89%, so it can be concluded that the three green practice indicators obtained a total average of 79.13%, which means that green practice at the Food and Beverage Department of Kalahari Resort & Conventions Poconos has been implemented well and shows a strong commitment to environmentally friendly practices by integrating environmentally friendly measures such as LED lighting and biodegradable packaging. The use of water-saving measures and energy-saving technologies addresses environmental problems effectively. The department's recycling and composting program supports waste management and community welfare by reducing waste in landfills. Local and organic food sources are in line with sustainable agriculture and reducing transportation emissions. Additionally, the resort's donation initiative enhances its eco-friendly credentials by supporting environmental charities and community projects, reflecting a comprehensive approach to sustainability.

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CHAPTER I

INTRODUCTION

1.1 Background

Tourism industry has become the fastest growth and diversification to meet customers' demand. In 2022, with the Covid-19 pandemic easing in various regions, many countries will begin to relax social mobility restriction policies related to controlling the spread of the virus (Alif, 2023). The World Economic Forum (WEF) released the Travel & Tourism Development Index 2021 report (Statistika, 2023). This report shows the condition of tourism development in 117 countries around the world. The Travel & Tourism Development Index (TTDI) is compiled from assessments based on five major indicators.

First, environmental indicators which include business ecosystems, security, safety, cleanliness, hygiene, as well as communication and information technology readiness in tourist destinations. Second, tourism policy indicators which include the country's openness to international visits, price competition, and the level of mainstreaming of tourism development in the country. Third, infrastructure indicators which include the readiness of transportation facilities and tourist services. Fourth, tourism attractiveness indicators which include the quality of natural and cultural tourist destinations. Lastly, sustainability indicators which include environmental sustainability management, to socio-economic resilience in tourist destination countries. Using these various indicators, TTDI applies an assessment with a scaled score system of 1 to 7 points. The higher the score indicates the better the tourism development index in a country (Dhini, 2022).

The United States government has taken advantage of this increase in domestic tourism by giving its citizens who have been vaccinated the freedom to travel domestically without requiring quarantine and Covid-19 swab tests since June 2021. Apart from that, tourism industry players in the United States have also created a vaccine tourism program. in order to increase hotel occupancy rates which fell drastically during the pandemic. "This vaccine tourism is a program where someone can go on a tourist visit and get a vaccine, such as in New York which opened vaccination centers for tourists in popular places such as Times Square. This has an impact on increasing hotel bed occupancy, which previously touched 44% with 1 billion unsold rooms in 2020 after the pandemic hit to 61% in 2021 (Hutabarat, 2022).

Tourism is a large industry that serves millions of tourists both international and domestic. Many foreigners come to the US to see its natural wonders, buildings, cities, historic landmarks, and entertainment venues. Tourists traveling to the United States need facilities to be able to visit a destination. These facilities include transportation, accommodation, restaurants, travel agents, and so on. Soewarno et al., (2021) explain a hotel is defined as a place that provides accommodation, food and drinks, and other services for rent to guests who want to stay temporarily. This country has many hotels spread throughout its territory, one of which is a Resort Hotel. This type of hotel generally relies on natural potential in the form of beautiful views to attract visitors. Hotels are one part of the accommodation industry which plays a very important role in supporting the tourism sector. A hotel is a company that operates in the business sector of tourist services, equipped with food and

beverage services, as well as other facilities (Abdou et al., 2020). Nevertheless, the influence of the fast growth lead to unsustainable consumption practices, this action have endangered ecosystems and lack of the resources (i.e., food, water, energy etc.). Therefore, many hotels are starting to implement the green hotel concept. A green hotel is a hotel or accommodation that carries the concept of environmental friendliness and environmental sustainability. This concept emphasizes practices that aim to minimize negative impacts on the environment.

One of the resorts in the US is the Kalahari Resort & Conventions Poconos. This hotel is located at 250 Kalahari Blvd, Pocono Manor, PA 18349, United States. Kalahari Resort has a gym, spa, waterpark, 977 rooms and 6 restaurants. Double Cut Restaurant is one of the most expensive fine dining restaurants among other restaurants. This restaurant is open from 17.00 to 23.00 local time.

The integration of green practices in the food and beverage department is crucial for enhancing the sustainability of hotels like Kalahari Resort & Conventions Poconos. Implementing these practices not only contributes to environmental conservation but also aligns with the growing consumer demand for eco-friendly operations. Green practices help in reducing waste, conserving energy, and minimizing the carbon footprint associated with food production and service. This includes measures like reducing food waste, recycling, and using energy-efficient appliances.

Kalahari Resort & Conventions Poconos has a Green Initiatives program, of which Kalahari is a Winner of the Partner Award for Clean Air Recognition, Kalahari Resorts continues to lead the hospitality industry in energy conservation

and carbon footprint reduction with innovative initiatives. implemented programs such as green action program is carried out in various forms of programs such as The Food and Beverage Service Department at Kalahari Resort strives to optimize energy and water use by implementing efficiency technology. The food and beverage service department at Kalahari resort uses environmentally friendly materials to serve food and beverages. Evaluate actions to manage waste in a way that does not harm the environment, for example using cups and boxes for take away made from recycled paper and straws made from stainless steel, as well as a ban on bringing plastic items into the hotel area.

Kalahari Resort & Conventions Poconos have implemented various Green Food initiatives aimed at increasing sustainability in food provision. They actively use food grown using organic farming methods, prioritizing local food to reduce the carbon footprint of transportation. This can be seen from the evaluation carried out on their food sources, which shows that most of the food ingredients used have been produced organically. In addition, the resort is also measuring efforts to reduce food waste generated during the production and consumption process. They implement effective waste management practices and introduce initiatives to reduce food waste, reflecting their commitment to reducing the environmental impact of their culinary activities.

Food and Beverage Department participates in community projects and the contribution of The Kalahari Resort & Conventions Poconos Hotel itself in environmental activities that have a direct impact on existing production activities. This is because several restaurants experience difficulties in implementing

environmentally friendly efforts due to low awareness and fear of rising costs. The high prices of equipment, environmentally friendly equipment and organic food raw materials cause the costs incurred by restaurants to be greater, especially if you add the costs of donations to community projects around the hotel's activities.

Today's travelers are increasingly eco-conscious. By adopting green practices, Kalahari Resort & Conventions Poconos can attract and retain guests who prioritize sustainability, thereby enhancing customer satisfaction and loyalty. As regulations around environmental sustainability become stricter, implementing green practices ensures that the resort remains compliant with legal standards and avoids potential fines or penalties. Green practices often lead to cost savings through more efficient use of resources and reduced waste. This can improve the overall financial performance of the resort's food and beverage department. Embracing sustainability can enhance the resort's reputation as a responsible and forward-thinking establishment, differentiating it from competitors.

Incorporating these practices not only supports the resort's green hotel initiative but also contributes to broader environmental goals and enhances the overall guest experience. Based on this description, this research was conducted to find out the "Implementation of Green Practices in Food and Beverage Department to Support The Green Hotel At Kalahari Resort & Conventions Poconos".

1.2 Research Question

Based on the background that has been described, a problem formulation can be formulated consisting of:

1. How is the implementation of green practices in food and beverage department at Kalahari Resort & Conventions Poconos?
2. How is the implementation of Green Practices in food and beverage department to support green hotel in at Kalahari Resort & Conventions Poconos?

1.3 Research Objectives

Based on the background and problem formulation that has been described, the objectives to be achieved are:

1. To analyze the implementation of green practices in food and beverage department at Kalahari Resort & Conventions Poconos?
2. To analyze the implementation of Green Practices in food and beverage department to support green hotel in at Kalahari Resort & Conventions Poconos?

1.4 Benefits of Research

The benefits of the research consist of theoretical benefits and practical benefits with the following description

1.4.1 Theoretical Benefits

It is hoped that this research can increase knowledge and insight regarding green practice in food and beverage service to support green hotel while at the Kalahari Resort & Conventions Poconos.

1.4.2 Practical Benefits

The benefits of research consist of theoretical benefits and practical benefits with the following description:

1. For Researchers

To increase the author's insight and knowledge, especially in providing green practice to support green hotel. Another benefit is as material for implementing the theory given on campus. Apart from that, it is a final assignment to complete the D4 Tourism Business Management study program at the Bali State Polytechnic.

2. For Bali State Polytechnic

It is hoped that this research can become a source and guideline for conducting further research regarding green practice to support green hotel

3. For Companies

As a reference to understand more about Green Practices and green hotel at Kalahari Resort & Conventions Poconos

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

Based on the results of the research and discussion described in the previous section regarding the implementation of green actions to support green hotel in the Food and Beverage Department at the Kalahari Resort & Conventions Poconos, it can be concluded as follows:

5.1.1 The implementation of Green Practice in the Food and Beverage Department at Kalahari Resort & Conventions Poconos demonstrated a solid commitment to environmentally friendly practices with the Implementation of Green Action(79.70%), Green Food(80.80%), and Green Donation(76.89%). While most practices are well implemented, such as the use of LEDs, local and organic materials, and staff education, Some areas such as recycling , composting, and financial support for environmental projects require further attention. Improvements in these areas will strengthen Kalahari Resort & Conventions Poconos' position as a sustainability leader in the hospitality and tourism industry.

5.1.2 The implementation of environmentally friendly practices in the Food and Beverage Department of Kalahari Resort & Conventions Poconos demonstrates a strong link to Green Hotel program standards and indicators. Some key points from this conclusion are as follows : 1) Energy Management : Practices such as the use of LED and CFL lighting, as well as rooftop solar panels, demonstrate a clear commitment to energy management. The implementation of these systems, with success rates of 85.33% for lights and 68% for solar panels respectively, contributed

to reduced energy consumption and operational costs, as well as a reduction in the resort's carbon footprint. 2) Environmental Protection : The use of the AquaRecycle system for water and detergent conservation, as well as biodegradable packaging products, represents a significant effort in environmental protection. With an implementation rate of 86.67% for the AquaRecycle system and a commitment to environmentally friendly products, the resort shows concern for natural resource management and waste reduction. 3) Consumption Reduction : Consumption reduction practices such as turning off lights and water when not in use, as well as a push to reduce the use of small packaging, support reduced resource consumption. The implementation rate of 84% for saving energy and water and 84% for reducing small packaging shows effective efforts in reducing resource consumption and waste. 4) Eco-Friendly Products and Services : The use of recycled paper-based products and biodegradable packaging supports the goal of providing environmentally friendly products and services. The level of implementation of eco-friendly products shows that resorts are trying to minimize ecological impacts through selecting more sustainable materials and products. 5) Socio-economic and Environmental Benefits : Employee training programs on sustainable practices and waste management support socio-economic and environmental benefits. With an implementation rate of 80% in employee training and 57.33% in recycling and composting, the resort not only increases environmental awareness but also engages employees in sustainability efforts. Overall, with an average implementation rate of 79.7% for environmentally friendly practices in the Food and Beverage Department, Kalahari Resort & Conventions Poconos demonstrates a strong

commitment and thorough integration of Green Hotel principles. Their efforts in managing energy, protecting the environment, reducing consumption, and providing environmentally friendly products and services, along with support for socio-economic and environmental benefits, reflect their success in supporting and strengthening the Green Hotel program.

5.2 Suggestion

Based on the results of the tables and descriptions provided, the following are suggestions regarding research regarding the Implementation of Green Practices in the Food and Beverage Department to Support Environmentally Friendly Hotels at Kalahari Resort Pocono. Strengthen the recycling and composting system by increasing the number and placement of special trash cans, as well as providing training regularly inform staff about divisions. plans to introduce newer technology or more efficient systems to increase recycling and composting yields. Increase the reduction of small packaging with more bulk purchases of groceries and encourage suppliers to reduce the use of single-use packaging. Thinking about promoting this policy to guests and suppliers through awareness campaigns. Efforts continue to be made to identify and implement more environmentally friendly product packaging, as well as strive to achieve 100% use of biodegradable products. Evaluate and replace products that do not fully biodegrade or still have an impact on the environment. Strengthen ongoing training and education with more frequent training sessions and ongoing learning programs. Engage employees in active discussions about how they can improve green practices in the workplace. Increase

involvement in community projects by allocating more funds to environmental conservation activities and expanding the reach of local conservation projects. plans to report the results and impact of donations transparently to the public to increase awareness and support. Continue the search and implementation of more environmentally friendly and sustainable products. Always evaluate new suppliers and products to ensure they meet stringent environmental standards.

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