

Green Practice at Suku Restaurant in Conrad Bali

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Abstract: This research aims to discuss the implementation of green practice at Suku Restaurant in Conrad Bali. This research is a qualitative study with the aim of finding out the implementation of green practice at Suku Restaurant in Conrad Bali. It uses qualitative type of data obtained through observation, documentation, as well as interview. The method used is descriptive qualitative by expl aining green practice implementation classified into green action, green food, and green donation. The results showed several green practices implemented including water saving practice, energy saving practice, reducing waste, sorting waste (segregation), using eco-friendly goods, the utilization of land through mini garden, supporting locally produced ingredients, offering organic food and using organic ingredients, the use of seasonal ingredients, supporting plant-based food by offering vegetarian items, supporting Bali Pink Ribbonand SOS Bali, Creating staff awareness of green behavior, Education to customers regarding un-environmentally friendly product and green education, and staff of Suku Restaurant contribution to beach cleaning activity, mangrove plantation and conservation. It can be concluded that green practice at Suku Restaurant in Conrad Bali has been well implemented. Academically, the study results enriches publication and references on green practice particularly in restaurant as well as providing input, information and consideration for Conrad Bali.

Keywords: restaurant, green practice, green action, green food, green donation.

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Introduction

Global warming is one of the worst problem faced by mankind in this era. "Global Warming is an increase in the average temperature of the atmosphere, sea, and land" (Mulyani, 2021, p. 3). Human activities that look small yet are basically not environmentally friendly have a significant impact on global warming (Andini et al, 2020). Some of those activities include littering, excessive use of electricity, usage of motor vehicle, and others.

To this existing problem, businesses have taken affirmative actions by implementing environmental friendly practices in their daily operation. Many businesses start changing their orientations to be more environmentally friendly besides making maximum profit possible. One of the businesses is tourism. Tourism becomes one of the most affecting business to Global Warming due to several bad practices often carried out for-instance the practice of mass tourism, excessive usage of water, and waste produced by companies engaged in tourism, namely; hotel and restaurant. To these bad practices, tourism stakeholder can be defined as the key player. Despite the fact that a company primary focus is on making a profit, stakeholders of tourist industry play a significant role in ensuring social and environmental sustainability (Wirananta & Sarja, 2020).

In Bali, tourism becomes the biggest key sector of economy. Many hotels has been being built in Bali which some of them have been concerning about the environmental issues by developing some noteworthy environmental practices to conserve the environment. Hotel is a type of accommodation that uses part or all of the building to provide services to the public that are managed commercially (Ekaningrum, 2016). The environmental practices developed by hotels include saving energy through LED installation; water consumption saving through heating tap water or dual-flush water tank installation; ecological product usage such as environmental friendly cleaning products or food from local resource; oraginc product usage; recycling items; education for the employees related to environmental issue (Alonso-Almeida et al, 2017).

One of the hotels that has implemented these practices is Conrad Bali. Conrad Bali is a 5-star hotel located on Pratama Street No.168, Tj. Benoa, South Kuta Sub-District, Badung Regency, Bali. The fact that the hotel activities contribute to to the bad impact on the surroundings leads Conrad Bali to implement environmental practices in every department in Conrad Bali especially Food and Beverage Department. Food and beverage department is a department that has the main task of preparing and serving food and drinks to guests both inside and outside the hotel (Mertayasa, 2012). Every facility that becomes the responsibility of Food and Beverage tends to be unfriendly

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to the environment. For instance in restaurant, according to Green Restaurant Association that every year, restaurant on average generates 100,000 pounds of waste (www.dinegreen.com/waste), Compared to comparable commercial buildings a restaurant utilizes 5-7 times more energy usage per square foot (www.dinegreen.com/energy), and every year, 300,000 gallons of water are consumed by a restaurant on average (www.dinegreen.com/water). Acknowledging these facts, the environmental practices in restaurant are done through implementing the guidelines to Green Restaurant provided by Green Restaurant Association classified by Schubert (2008) into Green Action, Green Food, and Green Donation.

Based on the background described above, The purpose of this research is to identify the implementation of Green Practice at Suku Restaurant in Conrad Bali.

Method

This Research was conducted at Suku Restaurant in Conrad Bali. Conrad Bali is a five-star hotel located on Pratama Street No.168, Tanjung Benoa, South Kuta District, Badung Regency, Bali. This research is a qualitative study with the aim of finding out the implementation of green practice at Suku Restaurant in Conrad Bali.

The method used in this research is descriptive qualitative by explaining green practice implementation as classified by Schubert (2008) into green action, green food, and green donation. This research uses qualitative type of data obtained through observation, document study as well as interview carried out with determined respondents, namely Food and Beverage Manager, Sustainability and Hygiene Manager, Restaurant Supervisor, Restaurant Captain, and Restaurant waiter of the hotel.

Result and Discussion

The Implementation of Green Practice at Suku Restaurant In Conrad Bali

Suku Restaurant is a facility of Conrad Bali (not independent) which some results found were not be specific to Suku Restaurant but Conrad Bali in general. Below could be seen the tabulation of data regarding implementation of green practice at Suku Restaurant:

Table 1. Data Tabulation of Green Practice Implementation at Suku Restaurant		
Green Practice	Description	
Green Action	Glove usage that minimize the usage of water for washing hands	
	Bringing back buffet leftover water after breakfast to be consumed by the staff.	
	Regular faucet and sink check	
	Watermeter installation	
	Turning off computer in back of restaurant area if it was not used	
	Adjusting the light and turning off the them if in the room is empty	
	Turning off the air conditioner after breakfast and opening the window	
	Supporting Earth Hour in restaurant	
	Replacing light with LED	
	Using paper straw	
	Using paper takeaway cup and box	
	Using wooden plate and stirrer	
	Sorting waste based on its categories	
	Using reusable items (tableware) that would not create waste compared to disposable items.	
	Using digital form of schedule for the staff to reduce the usage of paper.	
	Using both side of paper to print documents	
	Managing empty land in front of restaurant through Mini Garden	
Green Food	Using ingredients produced by local sources by buying them from local sup-	
	plier and supporting Bali Hotel Association Sustainable Food Festival	
	Using local ingredients would reduce cost and support the growth of econ-	
	omy	
	Cooperation with local supplier (Kedonganan Fish Market, Vegetable from Plaga or Bedugul)	
	Using seasonal fruit (Mango, Mangosteen, Passion Fruit, Rambutan) to concoct beverages for FB Service and creating food (dessert) for FB Product.	

	Using organic ingredient grown without pesticides
	Offering Organic Product such as Organic Kombucha, turmeric Beer, and Jamu.
	Offering seasonal fruit in buffet
	Providing vegetarian menu as a way of supporting plant-based food
Green Donation	Donation to breast cancer foundation (Pink Ribbon) and SOS Bali by selling
	cake that 100% of the total sale would be donated.
	Donation to Scholar of Sustenance (SOS) by gathering up and sending consumable buffet leftover (wedding) as well as staff to help
	Creating awareness for staff to have pro-environmental behavior through training and actuating while breafing as well as running Cleanup Your Plate
	program
	Education to guests regarding using unfriendly product and mindful eating
	Staff participation to beach cleaning activity.
	Staff participation to planting mangrove activity.
	(Source: Processed data, 2022)

The Implementation of Green Action

Green action is concluded as all activities carried out to protect, to conserve, and to have affirmative influence on surroundings. There were some green practice found, including water saving practice, energy saving practice, reducing waste, sorting waste (segregation), use of eco-friendly goods, and utilization of land through mini garden.

Water Saving Practice

Overall community activities including industrial development, transportation, energy and food production, waste disposal as well as human health are inseparable from fresh water which is one of the essential resources (Peter, 1993). Moreover, the amount of fresh water on the earth is merely 3% (www.dinegreen.com/water). Acknowledging these facts in Suku Restaurant water would only be served on request, due to pandemic while on duty all the staff worked with gloves that resulted in the reduction of frequency of washing hands, thus water could be saved, taking back the buffet leftover water to be consumed by the staff instead of throwing them away. As a water control measure, watermeter was also installed in all restaurant pipes moreover faucets as well as sinks would also be checked regularly as a water conservation to ensure it worked well and no leaking.

Energy Saving Practice

Nowadays, most of energy produced come from coal as fuel which leaves waste in the form of emissions and pollution, it simply means that the higher we use energy, the higher we produce emissions that damage the atmosphere, in restaurant the usage of energy was so concerned by turning off all the light and electric devices after being used.

In restaurant area all lamps were also replaced with LED bulbs, which LED is 27.41% more efficient compared to the usage of Fluorescent Lamp (Faridah & Umar, 2018). Moreover Conrad Bali also took part in supporting Earth Hour, a green campaign celebrated globally which intends to convert observer into active participants to fight climate emergency (Chan et al, 2020). All lamps would be turned off for 1 hour even in restaurant area, they would only use cande to light up. "While celebrating Earth hour, all the lights are turned off, even in the restaurant we only use candle" said The Food and Beverage Manager of Conrad Bali.

Reducing Waste

According to Green Restaurant Association that every year, restaurant on average generates 100,000 pounds of waste (www.dinegreen.com/waste). Therefore in hotel, restaurant is the main waste producer. As waste reduction strategy in Suku Restaurant, it was used reusable items e.g. silverware wich would not generate waste compared to disposable items. Moreover in reducing waste, the management of Food and Beverage Department reduced the usage of paper by using E-document for the working schedule which shared via Whatsapp. The usefulness of paper documents is restricted in terms of tracking,t modifyingxupdating,cretrievingsandssharing (Al-Qahtani, 2012), therefore the quantity of physical menu and drink list in restaurant was also be limited and replaced with barcode which could be seen on Figure 1.



(Source: Bastyan, 2022) **Figure 1**. Barcode of menu

Yet, in operational would be hard to entairely replace paper document with E-document due to some documents had to be signed, for this reason recycled paper or both side of paper would be used to print documents in order to be more efficient.

Food waste becomes an arising issue as a potential soil as well as water contaminant moreoverthe source of emission of greenhouse gas among organic wastes (Carmona-Cabello et al, 2020). Therefore the management of restaurant tried to reduce the food waste by replacing the regular dinner plate with smaller plate in buffet area which resulted in less food the guests could carry and less leftover in case they were not able to finish their meal.

Sorting Waste (Segregation)

The improper or disorganized way of disposing waste has generated serious problems for environment for instance; air pollution, loss of animal territory, reduction of the aesthetic value of environment, destruction of water resources and others that have an impact on the development of the country and society directly (Prasetyo & Arifin, 2017). Therefore the waste disposal must be organized for the reason that waste has its own way to be recycled or decomposed based on their types. The Acknowledging this fact, in Suku restaurant waste would be classified into wet, dry, and plastic type of waste. The instructions regarding type of waste put above the waste bins could be seen on Figure 2.

WET DRY PLASTIC

(Source: Bastyan, 2022)

Figure 2. Instruction of Waste Categories above the Rubbish Bins

After being classified, the waste of restaurant would be handled by certified third party controlled and assessed by Sustainablity and Hygiene of Conrad Bali. A target was set that 70% of waste had to be processed into something more beneficial, for instance; food waste would be processed into pig feed, kitchen waste such as vegetable and fruit peel would be processed into eco enzyme, as well as plastic would be recycled and only the rest that couldn't be processed would be brought to landfill.

Use of Eco-friendly Goods

Basen on the interview with the Food and Beverage Manager, in Suku Restaurant was also used items that were environmentally friendly and plastic free. The usage of materials made of plastic was strictly avoided, especially for some items that are generally able to be taken away by guests such as takeaway cups, takeaway boxes as well as pizza boxes, all of them are made of cassava paper. The use of materials from paper is very environmentally friendly because it will decompose quickly and not pollute the environment. Furthermore, in the restaurant, several items made of wood such as plate, cutlery, and glass are also used to serve certain types of dish which add a "Green" impression to the restaurant. "In restaurant we we are so plastic-free here we use take away box and takeway cup which are basically made of cassava" said The Food and Beverage Manager.

Utilization of Land through Mini Garden

The effort of becoming "Green" in Suku Restaurant area was carried out by all staff, including the kitchen team. The kitchen tried to manage the empty land right in front of the restaurant by the main pool through making mini garden where they grew several types of plants such as eggplant, lemon grass, mint leaves, and chili. The figure of mini garden managed by kitchen team of Suku Restaurant could be seen on Figure 3



Figure 3. A Kitchen Staff was Taking Care of Mini Garden

This mini garden managed by Suku Kitchen Team indeed would not be able to meet the needs of operational of Restaurant but it would be very helpful for the kitchen team themselves when they ran out of some ingredients, they could just simply harvest it in their garden.

The Implementation of Green Food

Conrad Bali as part of Hilton World Wide implements Hilton's own Green Food Program under the name Eat Drink Hilton which engages in supporting local resources, seasonal ingredients, and organic product in Suku Restaurant. Therefore some implementation of Green Food were found including supporting locally produced ingredients, offering organic food and using organic ingredients, use of seasonal ingredients, and supporting plant-based food by offering vegetarian items.

Supporting Locally Produced Ingredients

The usage of goods or the practice of buying goods far away from where we reside will prolong the delivery process of the good itself which causes a higher and longer carbon footprint (carbon dioxide) which is one of the causes of global warming (Nurtjahjadi, 2018). It could be simply traced that the usage of locally produced ingredients is more environmentally friendly for the reason that it produces less emission from the delivery process. Based on the interview with Food and Beverage Manager, the first implementation of green food was the locally produced ingredients, which for restaurant operational. Coorporation with local suppliers was also conducted by the management, for instance; with Plaga Farm to supply vegetable, Hatten Wines to supply Wine, etc.

One of the real forms of support for local products could also be seen on official website of Conrad Bali which there was ARAK BALI in beverage list that would be shown on figure 4

CONRAD



ARAK

Whether for cocktail or simply pour - to perfection, this local handcrafted Arak Bali is known for its unique pure taste. Often used ceremonies as part of the offerings or part of the celebrations following religious ceremonies, arak is a traditional spirit commonly made from glutinous white rice and distilled from 'tuak', a sweet wine made from the coconut palm flower.

Arak Detail:

Colour: water-clear

Serving: chilled (recommended)

Taste: Unique and warming sensation

Click here

(1)

(Source: Conrad Bali official Website, 2022) **Figure 4**. Local Product (ARAK) on Conrad Bali Website

The usage of local product in Suku Restaurant was actually in accordance with Governor of Bali Regulation Number 99 of 2018 concerning "Marketing and Utilization of Agricultural Products, Bali Local Fisheries and Industry" Article 13 that states "Every Hotel, Restaurant and Catering must prioritize the use of Agricultural Products, Bali's Local Fisheries and Industry in its business activity".

Moreover, Conrad Bali also took part in supporting an event by Bali Hotel Association called "Sustainable Food Festival", an event that demands an event that demands the usage local resource which "ingredients used must be 100% sourced from Indonesia" (Bali Hotel Association, 2021) which it was carried out in Suku Restaurant from September 27th until October 16th 2021. This practice of buying and using local product would give positive impact to Conrad Bali itself and local people, it would reduce the costs and increase the growth of the economy of local people.

Offering Organic Food and Using Organic Ingredients

Organic farming are considered way better than traditional farming. Traditional agriculture's heavily reliance on herbicides, chemical fertilizers as well as herbicides has had significant negative impact to the environment (Niggli, 2014). It indicates that organic farming is more friendly to the environment, besides organically produced ingredients is much healthier to be consumed for the reason that it contains no chemical that endanger human being. Hence, it becomes the reason for a restaurant to engage in organic food. Based on the interview, Conrad Bali was very concerned especially when it comes to food and beverage, in restaurant the management tried to provide healthier food for the guests, moreover still tried to pay attention to the environment by using organic ingredients especially vegetable in Suku Kitchen. "In restaurant all vegetables that we use are organic without pesticides" said The Food and Beverage manager of Conrad Bali.

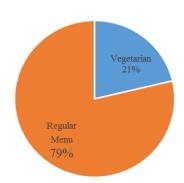
Besides vegetables used in the kitchen, Suku Restaurant also offered several organic product made of organic and fresh ingredient, namely Green Jus, Organic Kombucha produced with filtered raiwater, Turmeric Beer, as well as Jamu.

The Use of Seasonal Ingredients

Seasonal and local produce may be gathered when ripe and requires less time to travel and is traveled not far away (related to carbon footprint) which gives the impression that it is fresher (Tobler et al, 2011). Moreover seasonal ingredients are considered to be green for the reason that these ingredients are available abundantly in their seasons, which means if they are not used it will create waste. Based on the interview that the usage of seasonal ingredients was also part of Eat Drink Hilton program, so clearly it would also be used at Suku Restaurant. In Every season, there would always be changes for the menu and drink list in order to take advantage of seasonal ingredient. In restaurant, seasonal fruit would be used as main ingredient while concocting beverages in Food and Beverage Service and used by Food and Beverage Product to create or to cook food, or the seasonal fruit would just be simply set up and displayed in the buffet area.

Supporting Plant-based Food by Offering Vegetarian Items

Farm animals especially ruminants are an significant source of greenhouse emissions that contribute to global warming (Machovina et al, 2015). The sector of livestock accounts for 14.5% of all human-related emissions worldwide caused by things such as the production of feed using machinery consume intensive energy as well as the deposition of manure and changes in land use. (Gerber et al, 2013). therefor to be more environmentally friendly a restaurant has to consider reducing the usage of meat and engaging more in vegetarian dish. The result showed that in the way of becoming "Green" Suku restaurant also supported Plant-based Food by providing vegetarian items in the menu. In this research it was also tried to analize the percentage of vegetarian items provided by Suku Restaurant which could be seen on Figure 5



The Percentage of Vegetarian Menu

(Source: Bastyan, 2022) **Figure 5**. Pie Chart of the Percentage of Vegetarian Items

Based on figure 5, it could be seen that Suku Restaurant offers 13 items of vegetarian menu or about 21% the total 61 items on the menu.

The Implementation Of Green Donation

Green Donation would not only be about donating something to the environment but also society (social contribution) and creating awareness of becoming environmentally friendly to people around the restaurant. The result indicaded several implementations of green donation including supporting Bali Pink Ribbon and SOS Bali, creating staff awareness of green behavior, education to customers regarding un-environmentally friendly product and green education, and staff of Suku Restaurant contribution to beach cleaning activity and mangrove plantation and conservation.

Supporting Bali Pink Ribbon and SOS Bali

Conrad Bali through Suku Restaurant tried to contribute to society by supporting Pink a foundation with a mission to enhance the quality of life of people who have the disease and to prevent the development and death of breast cancer among the women of local communities in Bali (www.balipinkribbon.com) and Scholar of Sustenance that strives to improve food fairness by making high-quality excess food available to impoverished people and humanitarian organizations (www.scholarsofsustenance.org) though selling special cakes which the total sale of the cake would be 100% donated to the two foundations.

In addition to cake sales, Conrad Bali usually sent some staff of Suku Kitchen to support SOS Bali in SOS Kitchen, moreover the leftover buffet food which was still edible would be collected and donated to then in order to help our unfortunate relatives.

Creating Staff Awareness of Green Behavior

In restaurant the management always reminded the staff to have concerns to environment and surroundings, especially when it comes to waste disposal. Moreover, in building environmentall awareness, a program called "Clean Up Your Plate" had been run which the main objective of the program was to convey to all staff including Suku Restaurant staff, that waste itself actually came from them from food that they couldn't finish eating by encouraging them to finish their meal and to be grateful of having food on their plate.

Education to Customers Regarding Un-Environmentally friendly Product and Green Education

All staff of Suku Restaurant would try to educate the guests regarding reduction of un-environmentally friendly product such as; plastic bag and replace it with takeaway box instead. education about green behavior especially for food consumption would also be given by the staff to the customers. To achieve food waste reduction goals and lessen associated effects, changes in consumption habits are crucial (Dagiliūtė & Musteikytė, 2019). Suku Restaurant upholds the concept of Mindful Eating, the act of enjoying food with all of one's senses without judgment. The fundamentals of mindful eating enclose awareness to internal body cues such as being hungry and full to prevent overeating as well as using external cues for instance portions size reduction or limitation, distraction as well as slowly eating to help gain consciousness or awareness (Monroe, 2015). The staff would always explain this to the guests which aims at educating them to be more grateful for the food that they had on their plates by just simply finishing the food for the reason that it is the simplest way possible to do to save the earth.

Staff of Suku Restaurant Contribution to Beach Cleaning Activity, Mangrove Plantation and Conservation

Beach Cleaning as well as mangrove plantation and conservation were not specific to Suku Restaurant but Conrad Bali in general. But in these activities the staff of Suku Restaurant also took part to support which this made it become another form of Green Donation carried out by the staff of Suku Restaurant. Based on the interview with Sustainability and Hygiene Manager Beach Cleaning was regularly carried out since the beginning the hotel was built. In This activity, as contribution of Food and Beverage Department, 2 staff of Suku Restaurant would be sent to take part. In addition to beach cleaning, Conrad Bali also carried out mangrove conservation in 2021, furthermore in 2022 coincided with Earth Day on April 22nd 2022 Conrad Bali Team did mangrove plantation at *Kampoeng Kepiting Tuban* and planted 100 mangrove trees. The activity of mangrove plantation was participated by 25 people and 2 of them were Suku Restaurant staff. The ficture of he activity of mangrove plantation carried out by Conrad Team would be shown on Figure 6.



(Source: Conrad Bali, 2022) **Figure 6**. Mangrove Plantation by Conrad Team

Conclusion

Green practice at Suku Restaurant in Conrad Bali has been well implemented which it could be seen from some practices carried out starting from Green Action that was done through water saving practice, energy saving practice, reducing waste, sorting waste (segregation), using eco-friendly goods, and the utilization of land through mini garden. In terms of Green Food, it was done through supporting locally produced ingredients, offering organic food and using organic ingredients, using seasonal ingredients, and supporting plant-based food by offering vegetarian items. In terms of Green Donation it was done through supporting Bali Pink Ribbon and SOS Bali, creating staff awareness of green behavior, education to customers regarding un-environmentally friendly product and green education, staff of Suku Restaurant contribution to beach cleaning activity and mangrove plantation and conservation.

The implementation of green practice at Suku Restaurant in Conrad Bali has to be gradually increased until Suku Restaurant is able to achieve its individualistic green certification, Suku Restaurant management has to consider putting pamphlet in restaurant area regarding the usage of eco-friendly good to educate the customers and replacing paper straw with stainless steel staw.

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