

The Implementation of Green Restaurant Management at Alila Kothaifaru Maldives

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Abstract: This research aims to analyze the implementation of green restaurant management and to find and overcome the problems when implementing green restaurant management at Alila Kothaifaru Maldives. The data was collected through observation and questionnaires. The total respondents were 47 employees, and they had to answer 60 indicators. The result showed that the implementation of green restaurant management at Alila Kothaifaru Maldives is well implemented, getting an average score of 3.6 out of a maximum value of 4. Almost all categories got a score above three, which indicates that the implementation has been very good. One indicator that gets an average value of 2.5, namely, at least 50% of faucets with a green mark or water-saving indicator. Even though this indicator is said not to be well implemented, the tools used to follow the green or water-saving system. It can be said that the improvement is not too urgent for this indicator. The problems facing Alila Kothaifaru Maldives Due to its position on a private island in the middle of the ocean, Alila Kothaifaru Maldives is likely to face various obstacles. Still, over time all problems are passed without any major problems. Constraints such as climate change and weather and the distribution of hotel needs that will enter the hotel are problems that are often encountered at Alila Kothaifaru Maldives. With his expertise and experience across Alila's staff, obstacles like this make it unskilful to operate a restaurant. Most of the problems faced by Alila Kothaifaru Maldives in implementing green kitchen management is not a dangerous problem and can interfere with operations. Some recommendations that can be added are the addition of signs for each tool that already uses green technology. It aims to be more convincing and provide information that the tools used in Alila Kothaifaru Maldives already use green technology.

Keywords: Green restaurant management, green food, green environment and equipment, green management, social responsibility

Informasi Artikel: Pengajuan Repository pada September 2022/ Submission to Repository on September 2022

Introduction

Changes in the climate can be attributed to the phenomenon of global warming. The presence of humans and their environmental actions can bring about this effect. A significant portion of the increase in greenhouse gases, global warming, and climate change can be attributed to factors such as excessive energy consumption, expanding industries, increased air pollution from transportation, and a large number of new land clearings that are carried out without regard for the impact on the environment.

Businesses operating in various industries are working to develop goods and procedures to lessen the industry's detrimental effects on the surrounding environment (Schubert et al., 2010). In food service, adopting environmentally friendly methods can result in several positive outcomes. These benefits include an increase in the purchase intention of customers to pay more for environmentally friendly products, an increase in customer satisfaction as well as loyalty, an increase in employee satisfaction as well as loyalty, a reduction in operating costs, an improvement in customer image as well as satisfaction, an increase in competitiveness, and an improvement in environmental and financial performance (Namkung and Jang, 2017).

One of the most important sub-sectors of the hospitality industry, the restaurant business is also one of the most significant consumers of water, electricity, and other natural resources (Soekresno, 2000). It is possible that restaurants harm the natural environment around them. The first factor is the effect of the

environment further upstream, which includes the pollution caused by producers and farmers (Choi et al., 2018).

Restaurants are responsible for various harmful effects on the surrounding environment. There is increasing concern within the food service industry over implementing environmentally friendly practices (Kim et al., 2013). Utilizing renewable energy sources, decreasing one's energy and water use, organizing recycling programs, purchasing locally produced or organic goods, and educating one's clientele to be environmentally conscious (Chou et al., 2012).

Implementing environmentally friendly practices in the restaurant industry, particularly among restaurateurs, is lacking. To address and overcome some of the obstacles that stand in their ways, such as lax enforcement of environmental laws and regulations, a scarce and sporadic green supply chain, the absence of any trade pressure, and a lack of demand from customers and communities for restaurant businesses to implement green practices, restaurateurs had to focus on and change some of these factors (Ronnakrit et al., 2016). Environmental management policies (for example, green education for employees and consumers and social responsibility); Sustainability (for example, green buildings, organic food, green production, and services); Environmental conservation (for example, waste reduction, low pollution, and resource savings through approaches such as recycling, reduction, and reuse); And a low carbon footprint are the four practices outlined in (Zhu et al., 2013) for green restaurants.

Some obstacles prevent the food service industry from adopting environmentally friendly practices. These include the high costs associated with implementing environmentally friendly technologies; A lack of social awareness and green education; a lack of resources; A lack of support; and uncertainty regarding the results (Abbas and Hussien, 2017).

Method

Implementing a green restaurant philosophy thus involves incorporating environmental conversation into every management process and increasing emphasis on green food, green production, and service to provide customers with healthy, safe, and environmentally friendly food. In this study, green restaurant management refers to management based on healthy, sanitary, and cost-effective concepts, which provides not only healthy food in a sanitary environment but also considers environmental responsibility in every step of the process (including menu design, purchasing, storage, manufacture, service, and cleaning) are the green restaurant management standards (Wang et al., 2013), as shown in Figure 1.

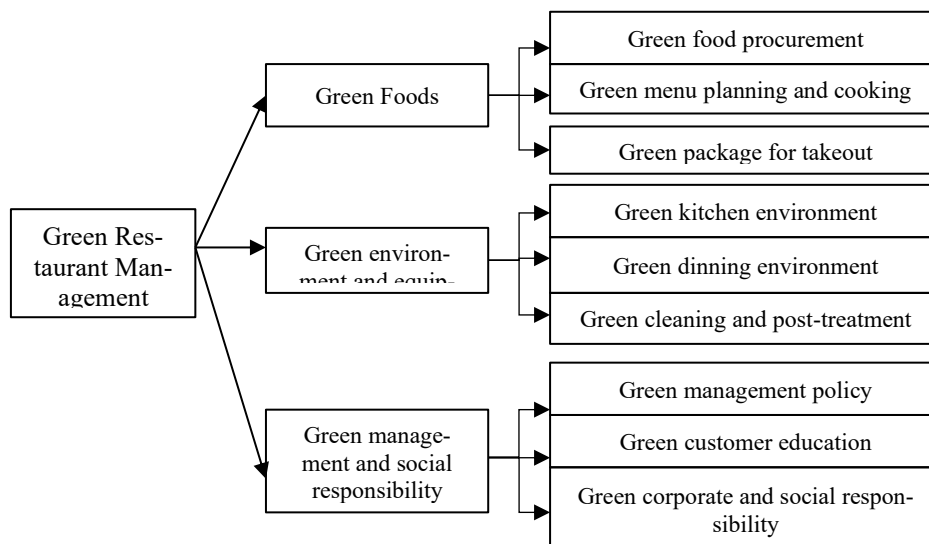


Figure 1. Green restaurant management standards

Result and Discussion

The results of this research, as well as the discussion that follows, are intended to explain how green restaurant management was implemented at Alila Kothaifaru Maldives, as well as to describe the challenges

encountered and the solutions found to those challenges. These calculations and explanations were made using qualitative and quantitative methods, described in the following ways.

The Application of Green Restaurant Management at Alila Kothaifaru Maldives

Green Foods

Green Food Procurement

As more and more procurement managers understand the connection between broader social issues and purchasing decisions, organizations are adopting environmentally and socially responsible strategies to mitigate the potentially negative effects of purchasing decisions on society and the environment. As a result, environmental, health, and safety concerns are increasingly factoring into strategic resource allocation. The application of green food procurement can be seen in each menu of food served, besides that on each menu in the menu book, there is a description of the ingredients used in cooking as a form of information. The food ingredients used in each dish are obtained from selected breeders and suppliers. Selection is done as a form of avoiding using materials that should not be used, such as using animals from the wild. Especially for menus that use seafood, especially fish, sometimes they are obtained from local fishermen. The fishermen, after sailing, will come to offer fresh fish directly to the kitchen staff.

Most of the food ingredients, such as eggs, milk, cheese, and other processed foods used as food ingredients, are already labeled with Bio, which has been applied as standard quality at Alila Kothaifaru Maldives. Apart from the fact that products labeled Bio have better quality than Non-Bio products, products labeled Bio have guaranteed quality. For agricultural products, the item was grown following the EU Regulation on Organic Farming rules. Kitchen staff Alila Kothaifaru Maldives believes that using plant fertilizers such as artificial fertilizers and others will not only pollute the soil and water and be not good for the human body, but it will also affect the taste and freshness of the vegetables.

Green Menu Planning and Cooking

At the Alila Kothaifaru Maldives, vegetables and fruit are used more in the closing menu and the appetizer menu, in addition to being used as garnishes. A Vegetable menu is provided on almost all menus available in all restaurants. But it can be said that there are still many menus that use meat as the main ingredient, such as the Yakitori Bar, provides Japanese-style satay dishes that use almost 80% meat as the main ingredient. Because the menu adopts original cuisine, it is less possible to modify the food to maintain its authenticity. In addition to the specialty menu, Alila Kothaifaru Maldives restaurant also provides special vegetarian menus such as avocado sushi, Tokyo salad, fried eggplant miso, and others. The food served at every restaurant at Alila Kothaifaru Maldives prioritizes the authenticity and freshness of the taste so that the use of spices such as salt, pepper, or MSG is not necessary to cover the original taste of the food.

There are few food menus in the cooking process using the blanching, steaming, boiling, or cold salad process. The menus are mostly grilled, pan-fried, fried, or served fresh. Due to the location of Alila Kothaifaru Maldives, which is isolated on a separate island, therefore energy use must be carried out efficiently and properly monitored so that no energy is wasted. In addition, this is supported by the use of energy-efficient kitchen utensils such as energy-efficient dishwashers and exhaust hoods to reduce costs, combi oven/steamers and microwave/ convection ovens have made great strides, steam kettles and braising pans are notorious for wasting heat, Fryer efficiency improves, and Induction cookers.

Green Package for Taking Out

Green packaging, which is also known as sustainable packaging, is packaging that makes use of materials and manufacturing techniques to minimize the amount of energy used in production and lessen the negative effects of packaging on the surrounding environment.

Food packaged by customers will be wrapped in a paper box or bamboo box to accommodate hot food or reheated. It can still be said to be safe. In addition, the advantage of paper-based and bamboo cutlery is that it can be recycled. This food paper box uses economical materials, namely duplex, kraft, ivory, or greaseproof paper that is oil-resistant. There is also a food-grade paper which is, of course, safe for the quality of the food

itself. In addition to using paper-based food boxes to take away food or drinks, the staff also sometimes uses the available plates to reduce waste further. Besides that, plates will also be safer, and the food will look better.

Alila Kothaifuru Maldives herself is no longer interested in using food boxes made of polystyrene. Besides being dangerous, the price can be said to be quite expensive. Two kinds of food boxes are provided: paper-based duplex, kraft, ivory, greaseproof paper, or biodegradable made from bamboo. The food boxes used at Alila Kothaifuru Maldives for takeaway already use paper food boxes such as paper bags, bowls, trays, and paper cups to paper straws. The use of paper food boxes, in addition to having a cheaper price, also has various shapes and models. Another advantage that can be obtained is that it can be recycled after use. In addition to using packages made of paper and bamboo fiber, Alila Kothaifuru Maldives also provides packages made of plastic for several categories of food, such as soup or food that will be stored for a certain time. The Alila Kothaifuru Maldives resort has banned all use of single-use plastic throughout the resort, including in the kitchen and other back-of-house areas, as part of its zero-waste campaign. It means eschewing the use of plastic in food packaging, bags, and utensils. Similarly, they strongly suggest that their team members and guests bring their own reusable bags.

Green Environment and Equipment

Green Kitchen Environment

It used to be that restaurants could sell themselves just by having impressive menus. Customers want their pounds off the bill and put towards green kitchen environments. Still, today concerns over climate change and damaged ecosystems filter through consumer awareness. The term “green kitchen environment” refers to a time when food businesses minimize their impact on the planet, specifically by addressing issues such as sustainable agriculture, their carbon footprint, shortening their supply chains, food waste, packaging, water and energy consumption, recycling, and other topics. Green kitchen environments are becoming increasingly popular.

At the Alila Kothaifuru Maldives, they have already begun implementing an environmentally friendly kitchen environment. Equipment must be upgraded so that it is eco-friendlier. It can be accomplished by purchasing Energy Star Qualified equipment, which is more energy efficient and has a smaller negative impact on the environment using cooking appliances and utensils with green mark or energy-saving. The use of utensils made of Teflon coating because they contain carcinogens. Besides that, Teflon-coated cooking utensils are not environmentally friendly because they contain PFOA and PFC, which are chemicals in the process of making non-stick coatings on cooking utensils. Alila Kothaifuru Maldives has used cast iron, stainless steel, pots, and enamel-coated pots and pans as environmentally friendly alternatives.

The volume of air flowing through the space and the room’s temperature is subject to stringent regulations to ensure that they do not disrupt the workflow or lead to any complications. The dining area and kitchen condition at Alila Kothaifuru Maldives are in an open space which causes the temperature and air pressure to depend very much on nature. If the conditions outside are very hot, the staff will help reduce the heat with the help of a steam fan. Just like the performance of a fan in general, the steam fan rotates the air circulation around it using the available blades. However, what is special about the steam fan is the presence of a water spray compressor that sprays water in front of the fan blades. The water droplets rotated by the propeller will evaporate, resulting in a lower temperature so that the steam fan’s wind will feel cooler and cooler.

Green Dining Environment

The faucet models used in the dining space and restroom at Alila Kothaifuru Maldives are mostly and almost all without motifs or plain without decoration. Even without a Green Mark or water-saving technology, the technology used appropriately supports the Green Ecology Movement. For example, all faucets used already use technology that makes it easier for users to activate the faucet or water faucet with one touch so that the water flow can be controlled when hands are dirty, and turn it off when you don’t need it anymore.

All restaurants at Alila Kothaifuru Maldives utilize various natural forces, such as the use of Air Conditioners which are eliminated due to the use of abundant wind power, as well as the use of solar energy as lighting during the day. It is because all the restaurants at Alila Kothaifuru Maldives are open-air designs. Alila Kothaifuru Maldives is on a private island that still maintains the original ecosystem and landscape of Raa Atoll.

The locations of all restaurants at Alila Kothaifaru Maldives are surrounded by plants and take advantage of unspoiled landscape conditions. There are not many additions of green plants, only the addition of flowers and ornamental plants to beautify the appearance. In addition, the plants are already arranged in such a way that they look neater and not dangerous.

At Alila Kothaifaru Maldives, it is not allowed to smoke in any place to avoid and protect the unspoiled landscape of Raa Atoll from unwanted events such as fire and destruction of the original landscape of Raa Atoll. At Alila Kothaifaru Maldives, it is only allowed to smoke in certain areas to avoid the negligence of smokers, which can cause damage such as fire or air pollution.

Green Cleaning and Post Treatment

Because Alila strongly supports sustainable tourism, using detergent is also a concern as a form of supporting sustainable tourism. Alila Kothaifaru Maldives has used eco-friendly, which has a green label. Its use is also regulated so that it is not excessive and controlled, such as mixing with water. The use of strong acid and alkaline detergents is strictly avoided, in addition to being very dangerous for the environment, they are also very dangerous for those who use them if they are not careful. Besides being able to damage the skin when using it if you are not careful, the steam or splash of water that is generated if it enters the respiratory tract will also be very dangerous. And for long-term use, it will be very dangerous for the environment because the waste will be very difficult to decompose. For utensils and equipment, it will affect the coating. If using strong acid and alkaline detergents will erode the coating.

To maintain environmental sanitation and control pollution, Alila Kothaifaru Maldives uses Bio-waste to help break down and control pollution caused by chemicals or kitchen waste. In addition, the advantage of its use is that it can reduce the odor produced by waste. Kitchen waste will be separated according to their respective categories, so each waste will be recycled according to its category. For example, organic waste from food scraps or food leftovers that have not been eaten will be converted into organic fertilizer for plants. At Alila Kothaifaru Maldives, waste is separated according to organic and non-organic categories. Organic waste will be recycled back into fertilizer for plants and soil. Meanwhile, non-organic goods will be separated into several categories, such as plastic, paper, and cloth, before being recycled or taken to the nearest recycling facility. Alila Kothaifaru Maldives already has its own water reservoir to collect water. These reservoirs are categorized into several types, such as shelters for wastewater from the kitchen, from bathrooms and toilets to rainwater reservoirs. All this stored water will be reused for watering plants or recycled back for reuse. Standards of Air Pollution Control Act by Environmental Protection Administration.

Green Management and Social Responsibility

Green Management and Social Responsibility get an average score of 3.6 out of a maximum value of 4. Therefore, it can be said that the application of Green Management and Social Responsibility in Alila Kothaifaru Maldives is well implemented. In the green management and social responsibility category, there are three assessment indicators: green management policy, green customer education, and green corporate social responsibility.

Green Management Policy

Food ingredient suppliers are selected strictly and carefully. The suppliers of selected food ingredients already have their green standards. Such as suppliers of organic vegetables that do not use plastic wrap to wrap vegetables, and suppliers of milk and eggs that use a delivery place that can be used continuously, so it doesn't create a lot of waste. Food supplies will be delivered simultaneously from the main island of the Maldives to Alila Kothaifaru Maldives to save time and fuel. Food ingredients will be brought specifically by sea or land along with the delivery of various other hotel needs.

In its construction and development, Alila Kothaifaru Maldives utilizes and maintains the original landscape and ecosystem of the island. Various natural energies are utilized in daily operations, such as solar panels for power plants that utilize solar thermal power. In addition, solar energy is used as natural lighting during the day. Because Alila Kothaifaru Maldives adopts open space in the restaurant area, sunlight will be very abundant during the day, so the use of electricity for lights will be reduced. In addition to solar thermal energy, wind

energy is used as a substitute for air conditioners or fans. The wind around Alila Kothaifaru Maldives blows hard from the coast spreading all over the island.

Staff training is a must at every Alila resort. The staff will always be equipped with the latest knowledge, such as training to improve green abilities. Staff training is usually carried out once a year, in addition to increasing the staff's knowledge. It also aims to hone the non-verbal skills of the staff.

Green Customer Education

Numerous organizations and businesses have been at the forefront of the movement to educate consumers about environmental issues inspire them to adopt environmentally responsible practices, such as reducing their resource footprint and favoring brands that are kind to the planet. A person or entity that purchases or investments in a product or service is referred to as a consumer. Consumer education refers to the process by which a potential purchaser obtains information about the goods and services that interest them.

Green Corporate Social Responsibility

Doing part to promote a sustainable future and prosperity for all, Alila Kothaifaru Maldives supports the development of local communities by providing them with opportunities to learn and develop themselves through internship opportunities and job creation. In addition, to advance the economy, develop the capabilities of the surrounding community, and maintain products included in Alila Kothaifaru Maldives. It has also opened a partnership program with the surrounding community in food commodities and food. Later the community will be guided in creating and developing their products according to the standards that Alila has adjusted.

Since Alila Kothaifaru Maldives is still a new hotel and still growing, there is still much to be done for green corporate social responsibility, such as the current state of how thoughtful architecture is built around the island's natural landscape, preserving up to 70% of the vegetation exist and the maximum number of real trees

Conclusion

It can be concluded the implementation of green restaurant management at Alila Kothaifaru Maldives is well implemented, getting an average score of 3.6 out of a maximum value of 4. The application of green On all indicators, restaurants at Alila Kothaifaru Maldives have been implemented very well. There are 60 assessment indicators are distributed to all 47 staff, from the head level to the stewards who provide appropriate assessments in the field. Almost all categories got a score above three, which indicates that the implementation has been very good. However, one indicator gets an average value of 2.5, namely, at least 50% of faucets with a green mark or water-saving indicator. Even though this indicator is said not to be well implemented, the tools used to follow the green or water-saving system. Therefore, it can be said that the improvement is not too urgent for this indicator.

Acknowledgment

We want to thank the management of Alila Kothaifaru Maldives, who has been given support, and data to complete this article.

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