

**THESIS**

**IMPLEMENTATION OF GREEN PRACTICE IN FOOD AND  
BEVERAGE DEPARTMENT TO SUPPORT GREEN  
RESTAURANT AT HILTON BALI RESORT**



**Politeknik Negeri Bali**

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**TOURISM DEPARTMENT PROGRAM**

**POLITEKNIK NEGERI BALI**

**BADUNG**

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**THESIS**

**IMPLEMENTATION OF GREEN PRACTICE  
IN FOOD AND BEVERAGE DEPARTMENT TO SUPPORT  
GREEN RESTAURANT AT HILTON BALI RESORT**

This thesis is submitted as one of the requirements to create an undergraduate (S1) thesis for the Degree of Applied Bachelor Politeknik Negeri Bali



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# THESIS

## IMPLEMENTATION OF GREEN PRACTICE IN FOOD AND BEVERAGE DEPARTMENT TO SUPPORT GREEN RESTAURANT AT HILTON BALI RESORT

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The researcher realize that this thesis is not perfect yet and aware that there are any deficiencies found on this thesis. Therefore, on this occasion the researcher would like to apologize for the oversight and required some criticism and suggestion to make this thesis even better in the future. Hopefully this research can be beneficial for all of us.

Badung, 1<sup>st</sup> August 2022

The Writer

**PENERAPAN GREEN PRACTICE DI DEPARTEMEN MAKANAN DAN  
MINUMAN UNTUK MENDUKUNG GREEN RESTAURANT DI HILTON  
BALI RESORT**

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**ABSTRAK**

Penelitian ini bertujuan untuk mengetahui pengimplementasian dari praktik hijau di food and beverage department di Hilton Bali Resort. Penelitian ini bertujuan untuk mengetahui pengimplementasian restoran hijau pada Departemen Makanan dan Minuman dalam mendukung restoran hijau di Hilton Bali Resort. Sampel dalam penelitian ini menemukan 5 orang yang terdiri dari pekerja Departemen Makanan dan Minuman di Hilton Bali Resort. Teknik pengumpulan data pada penelitian ini yaitu melalui wawancara, observasi, kuesioner, dokumentasi dan studi kepustakaan. Memproses data dilakukan dengan menggunakan microsoft excel. Teknik Analisis yang digunakan pada penelitian ini bersifat deskriptif kualitatif dan statistik deskriptif. Langkah-langkah yang dilakukan dalam pengolahan data adalah mencari persentase dan rata-rata setiap indikator. Indikator restoran hijau yang digunakan dalam penelitian ini adalah Aksi Hijau dengan persentase 87,00 persen, Makanan Hijau dengan persentase 81,33 persen, dan Donasi Hijau dengan persentase 75,33 persen. Dari hasil penerapan praktik hijau memberikan pengaruh yang baik dalam hal fokus makanan, fokus lingkungan dan fokus administrasi.

*Kata kunci: Implementasi, Praktik Hijau, Restaurant Hijau.*

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1815834025**

**ABSTRACT**

This study aims to determine the implementation of green practice in the food and beverage department at Hilton Bali Resort. This research aims to determine the implementation of green restaurants in Food & Beverage Department to support green restaurants at Hilton Bali Resort. The sample in this study found 5 people consisting of Food & Beverage workers at the Hilton Bali Resort. The data collection techniques in this study are: through interviews, observations, questionnaires, documentation and literature review. Processing data done using Microsoft Excel. The analysis technique used in this study are qualitative descriptive and statistics descriptive. The steps involved in processing the data is to find the percentage and average of each indicator. Green restaurant indicator that used in this study were Green Action with a percentage of 87.00 percent, Green Food with a percentage of 81.33 percent, and Green Donation with a percentage of 75.33 percent. From the results of the application of green practice, it gives a good influence in terms of food focused, environmental focused, and administration focused.

*Keywords: Implementation, Green Practice, Green Restaurant.*

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# CHAPTER I

## INTRODUCTION

### 1.1 Background

Tourism is a series of travel activities carried out by individuals or families or groups from their original residence to various other places with the aim of making tourist visits and not to work or earn income in their destinations, tourism is also one of the strategic sectors to help develop Indonesian economy.

Bali is one of the tourist's visiting areas that are in demand by domestic and foreign tourists, this is because Bali has interesting attractions, as well as culture and customs that are still firmly held which are its own characteristics. In addition, Bali has facilities and infrastructure used to support smooth tourism activities including International Airport, adequate road access, accommodation, sports centers, hospitals, restaurants, souvenir centers, tourist travel agencies, tourist attractions and others. Accommodation is a means of tourism that moves as a provider of lodging services equipped with food and beverage services and other supporting services. Accommodation is provided as a support for tourism activities for tourists who are traveling. Bali has many accommodations with price ranges that can be adjusted to the budget of tourists. Starting from tourist huts, villas, and star hotels. With the ease of choosing accommodation, as well as diverse tourist attractions make many tourists visit Bali as a tourist destination.

The demand for tourism continues to increase along with economic growth. The growth of tourism makes a lot of new tourist attractions appear, both natural

and artificial tourism. At this time also environmental issues arise, encouraging us to evaluate how to maintain nature so that tourism that exists today can not only be enjoyed for the present but also in the future. Tourism is also part of the global warming debate, to help address the issue of globalization, birthing tourism policies and strategies. By showing the profile of 'green' and the concept of sustainable. (Holden, 2016)

Tourists today also have considerations when choosing accommodation, one of which is choosing a hotel that has a green concept. Because many of the tourists are aware of the importance of developing environmentally friendly tourism. With the green concept, making the hotel has a differentiating factor and uniqueness from other hotels. So that today many hotels are racing to continue to make innovations for sustainable tourism.

One of the hotels in Bali that is still unique and thick with its characteristics is Hilton Bali Resort. It has several departments, one of it which is the Food and Beverage Department. This department is responsible for meeting the needs of guests in food and beverage and has an important role same as the sale of rooms, the sale of food and beverages also affects the hotel's revenue and profits.

But the food and beverage industry can give negative impact to the environment through excessive use of resources such as water, gas, and electricity, the use of non-recyclable products and ineffective recycling procedures, the use of chemicals that are harmful to the environment, and the contribution of carbon emissions through the daily use of electricity and water and vehicles used by workers. (DiPietro et al., 2013)

Currently many companies are starting and have implemented green practices and implement food processing with organic and environmentally friendly ingredients. Such as, doing waste processing, actively participating in environmentally friendly activities, replacing plastic-based goods with paper-based or basic materials that are easy to recycle, and many more. (Halim et al., 2016)

Green practice can be defined as a practice consisting of efficient use of energy and water, recycling, sustainable food, reducing waste and also pollution, Also can be interpreted as actions, activities, and processes to protect the environment and products and services made to minimize the negative impact of a business on the ecosystem (Atzori et al., 2016). According to (Hieu & Rašovská, 2017) that the term green or is related to environmental friendliness. Green practice is a process that aims to minimize negative impacts on the environment by implementing 3R (reduce, reuse, and recycle) and 2E (effective and efficient).

Food and Beverage Industry, especially restaurant can get benefit from introducing environmentally friendly practices, principally through direct savings in operating costs. However, restaurants face difficulties when implementing such practices because of the low awareness of effective methods for food service practices and fear of increased costs. Compounding the restaurant industry's hesitation to implement green practices is the lack of knowledge available on customer attitudes and behavioral intentions regarding green restaurants, including their willingness to pay more for such restaurants, if necessary (Schubert et al., 2010).

Green restaurant will be used to denote any restaurants that actively engage in green practices. The concept of Green Restaurant is well understood, that is a restaurant that has a reduced environmental impact. In a restaurant both product and the delivery of services can also have a major impact on the environment, which should also be minimized. This can be done, for instance, by implementing practices such as purchasing energy saving equipment, reducing and recycling waste, purchasing locally produced materials, engaging in environmental protection programs, and paying to offset a business carbon emission. Collectively, these practices are the form of Green Restaurant. (Schubert et al., 2010)

(Kwok et al., 2016) Define a green restaurant as a restaurant that implements green practices, aware of and participates in efforts to minimize the negative impact of the industry on the environment. And a restaurant can be called a green restaurant if it has three attributes, namely food focused, environmental focused and administration focused. Regarding green practice and also Hilton Bali Resort hasn't had Green Restaurant certificate. Through implementing green practice in food and beverage department at Hilton Bali Resort hopes to be able to support the Hotel to get to Green Restaurant.

From above problems, researcher want to know more about the application of green practices at Hilton Bali Resort that can be used to support green restaurant, maintain the environment, environmentally friendly and create new things to show to guests in order to achieve more advanced and sustainable tourism. Also to find out that the steps and practices are appropriate and can be branded as an effort to support Green Restaurant. From that background, researchers are interested in

taking the title "**Implementation of Green Practice In Food and Beverage Department To Support Green Restaurant at Hilton Bali Resort**"

## **1.2 Problem Identification**

Based on the background above, the main issues that can be used as problem statements are as follows:

1. How is the implementation of green practice in food and beverage department at Hilton Bali Resort?
2. How does green practice support green restaurant?

## **1.3 Purpose of Research**

Based on the problems identification, the purpose of this research are as follows:

1. To find out the implementation of green practice in Food and Beverage Department at Hilton Bali Resort.
2. To find out green practice to support green restaurant.

## **1.4 Significances of Research**

The research are expected to bring some benefits both theoretically and practically. The Benefits to be obtained in this research are as follows:

### **1.4.1 Theoretical Significance**

Theoretically with this research can add insight, science and skills of the author and apply the knowledge that has been obtained by the author during his education at the Bali State Polytechnic Campus.

### 1.4.2 Practical Significance

a. For Researcher

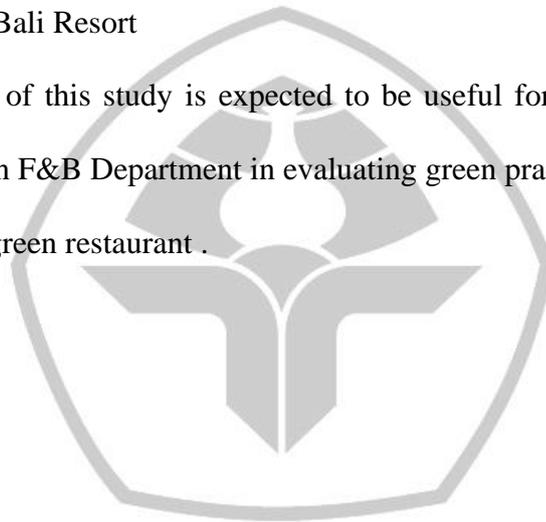
This research is expected to provide insights for researcher in applying science in scientific work.

b. For Politeknik Negeri Bali

This research can be one of the references and sources of information to similar research at Bali State Polytechnic in the future.

c. For Hilton Bali Resort

The results of this study is expected to be useful for Hilton Bali Resort, especially in F&B Department in evaluating green practice implementation to support green restaurant .



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## CHAPTER V

### CONCLUSIONS AND SUGGESTIONS

#### 5.1 Conclusion

Based on the analysis related to the application of green practice to support green restaurants in the food and beverage department at the Hilton Bali Resort, the authors get several conclusions which will be described as follows:

##### **1. Implementation of Green Practice in Food and Beverage Department at Hilton Bali Resort**

Based on interviews with the Food & Beverage Department at Hilton Bali Resort, the implementation of Green Practice in the Food & Beverage Department, from the three green practice indicators and nine sub-indicators used as references by the writer, Hilton Bali Resort has implemented seven sub-indicators of green practice well. The seven green practices are Energy and Water Efficiency, Use of Environmentally Friendly Products, Recycling & Composting, Pollution Prevention, Use of Local and Organic Products, providing information about menus that have characteristics, and educating about how to save the environment. From the three green practice indicators, there is one indicator got imperfect scores and two indicators got perfect scores. The Green Action and Green Food indicators scored 100 percent, while the Green Donation indicator scored 33 percent. The total percentage value of the three Green Practice indicators is 77.78 percent. The writer can conclude that the implementation of Green Practice in the Food & Beverage Department at Hilton Bali Resort has been going well. From the 77.78 percent of

green practices that have been implemented namely green action in terms of energy and water efficiency, use environmental products, recycling and composting and also pollution prevention, from green food in terms of use local and organic products, and give information about the menu (vegan, etc), and for green donation in terms of educating about how to save the environment. However, 22.22 percent have not been implemented optimally. Namely, Green Donation in terms of being involved in projects, as well as providing donations for environmental projects. The writer can conclude that the implementation of Green Practice in the Food & Beverage Department has been good and has been implemented by 77.78 percent of all indicators and sub-indicators of green practice based on the theory of Schubert, 2008.

## **2. Green Practice to Support Green Restaurant In Food and Beverage Department at Hilton Bali Resort**

The result of the tabulation of respondent data regarding the relevance of the Green Practice to Support Green Restaurant at Hilton Bali Resort show an average value of 4,1 or in a percentage of 81,93 percent, and it state that the value in the high category. There is no average value in “Low and Very Low” category. Of the 27 existing questionnaire that has included indicators of green practice and green hotel, there are three statements in “Medium” category, thirteen statement in “High” category and eleven statements in “Very high” category.

Based on the data that has been processed that the relationship of green action to support green restaurant has percentage 87,00 percent, which means it is included in the assessment criteria for the “Very High” category based on Sugiyono, 2014.

It can be proved from the implementation of using waste water filtered, use environmentally friendly products such as use wood plate, make organic fertilizers, and using exhaust to support environmental focused. Then, the relationship of green food to support green restaurant has percentage 81,33 percent, which means it is included in the assessment criteria for the “High” category based on Sugiyono, 2014. It can be proved from the implementation of using local and organic products, grown some plants in the garden and give information about menu (vegan, etc) to support food focused. Also, the relationship of green donation to support green restaurant has percentage 75,33 percents, which means it is included in the assessment criteria for the “High” category based on Sugiyono, 2014. It can be proved from the implementation of cleaning Sawangan Beach area every once a week. This shows that green practice can support green restaurant by 81,93 percent based on the result of interviews and questionnaire.

### **5.1 Suggestion**

Based on the previous conclusion, the suggestion that the author can give to Hilton Bali Resort is to continue to maintain and improve the green practices that have been implemented, and it is important for companies to carry out other green practices according to the times. In addition, the authors expect the company to improve green practices, especially in terms of green donations, in order to give a good image to the community and as a form of company care for green projects carried out by the community so that the current environment is protected together.

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