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A Comparative Study on Preferences in Selection of Dishes by Guest in Pre and Post Covid -19 at 5-Star Hotels in Delhi NCR

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Abstract- In just few weeks COVID-19 immerses in the world, affecting intimidating the lives and health of millions of people all around the world. The Pandemic also extremely impacted the Hospitality and Tourism industry across the country. Its effect disrupted human lives and pushed the country to an economic slowdown. This Pandemic brought fear of travel and dining out, on every person be it a domestic or an international traveller. Lockdowns and intra state travel ban, and the fear of being quarantined took its toll on Hospitality and Tourism Industry. In This paper researchers are making an effort to find out the extent to which this deadly Virus (COVID-19) has impacted the Travel and Tourism industry in India and also explains how our tourism sector shall cope with this extraordinary circumstance, and establish Management and Recovery strategies. Pre COVID-19, Hotels and Restaurants were relying on various techniques and marketing skills for selling Food and Beverage, but post COVID-19 the entire scenario changed and those skills went redundant. Reinventing and innovative use of technology is the call of the hour to breathe life into the Hospitality and Tourism Industry.

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A Comparative Study on Preferences in Selection of Dishes by Guest in Pre and Post Covid -19 at 5-Star Hotels in Delhi NCR

Raman [α] & Prof. (Dr.) Rajiv Mishra [σ]

Abstract- In just few weeks COVID-19 immerses in the world, affecting intimidating the lives and health of millions of people all around the world. The Pandemic also extremely impacted the Hospitality and Tourism industry across the country. Its effect disrupted human lives and pushed the country to an economic slowdown. This Pandemic brought fear of travel and dining out, on every person be it a domestic or an international traveller. Lockdowns and intra state travel ban, and the fear of being quarantined took its toll on Hospitality and Tourism Industry. In This paper researchers are making an effort to find out the extent to which this deadly Virus (COVID-19) has impacted the Travel and Tourism industry in India and also explains how our tourism sector shall cope with this extraordinary circumstance, and establish Management and Recovery strategies. Pre COVID-19, Hotels and Restaurants were relying on various techniques and marketing skills for selling Food and Beverage, but post COVID-19 the entire scenario changed and those skills went redundant. Reinventing and innovative use of technology is the call of the hour to breathe life into the Hospitality and Tourism Industry. This research paper recommends that we need to be proactive in planning as per the guests' perceptions of the hygiene and cleanliness in hotels as these will be the new normal and deciding factors in the Guests mind to visit Hospitality establishments. Additionally, a detailed study is required to adopt necessary healthcare facilities for hotel guests and employees.

Keywords: covid-19, hospitality industry, hygiene, healthcare, pandemic.

I. Introduction

The hotel industry is experiencing a keen environment worldwide. The formulations of marketing strategy, strengthening of hotel operations, and upgrading the standard of service become essential not just for profitability, but also for hotels survival.

Assuming there was ever a period that made us focus on our wellbeing, it has been this one of the Coronavirus pandemic. This year has additionally clarified that not everything in that frame of mind of wellbeing is influenced quite a bit by. In any case, a considerable lot of us are adequately fortunate to have something to do with one significant component and that is the very thing that we eat. Sound weight control plans assume a significant part in our general wellbeing and insusceptible frameworks. The food we put in our bodies straightforwardly influences the way that we feel and the manner in which our bodies work. This is as obvious during a sickness for all intents and purposes previously or later.

Counts calories differ broadly all over the planet, affected by access, wages, propensities and culture. However, there are a few normal bits of insight about how to keep a sound eating routine paying little heed to where we reside.

Food is critical to individual wellbeing, as well with regards to the strength of the planet given that ongoing examples of food creation and utilization have extensive natural effects. On the other hand, catastrophes, for example, the Coronavirus pandemic can disturb our food framework and change our relationship with food. For example, with an end goal to lessen the spread of contamination, line and other strategic limitations restricting the progression of products and individuals expanded the gamble of food deficiencies because of impeded supply chains, including those connected with work deficiencies. Besides, the fractional or complete lockdown measures presented at territorial and public levels, like the conclusion of schools, colleges, work environments, unimportant shops and cafés, prohibited occasions, and travel and portability limitations, probable significantly had an impact on the manner in which individuals got to their food, where they ate, and how their food was ready. A portion of these actions have filled in as a further hindrance to the circulation of food to weak populaces. For instance, a few projects that give fundamental dinners to younger students were not functional during constrainment. Also, quarantine because of disease or coming into contact with contaminated individuals might have additionally confined individuals' admittance to food.

An assortment of Coronavirus related mental changes could have likewise impacted food-related ways of behaving. Indeed, even in regions with generally low sickness chances, individuals were presented to broad correspondence about the dangers of Coronavirus, which was probably going to have caused some of them stress. Such individuals might attempt to

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adapt through pressure related eating, in which they endeavor to cheer themselves up by eating or drinking when under pressure. For instance, during lockdown in Italy, individuals expanded their utilization of handled "solace food varieties," like chocolate, chips, and bites, and now and again this was because of tension about their dietary patterns during Coronavirus. A review from Denmark likewise noticed a more serious level of enthusiastic eating during the lockdown, e.g., expanded utilization of cakes and liquor. In Norway, it was observed that utilization of high sugar food and refreshments was more prominent for those with expanded Coronavirus related stresses and general mental pain than the general populace.

Risk insight related with Coronavirus might impact individuals' food buy and utilization ways of behaving. For instance, individuals might attempt to limit the gamble of being contaminated by expanding their utilization of conveyance administrations, buying more bundled food, which is viewed as being cleaner, purchasing food with a more extended time span of usability (and subsequently buying less new food), to restrict their shopping excursions, or eating more good food trying to help their invulnerable framework. Furthermore, individuals' anxiety about conceivable food deficiencies might have impacted buying conduct, e.g., loading up on specific food varieties.

II. Objectives

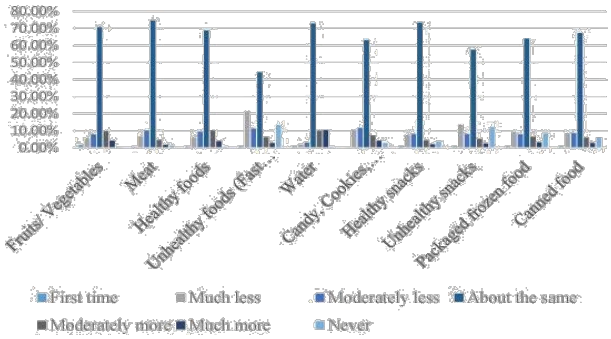
The objective of this research is:

- Identifying the need of nutritive food in reducing health issues.
- Analyzing the importance of healthy diets as immune booster.
- Analyzing the factors influencing the selection of dishes by guest

III. Literature Review

- Snowden, F. M. (2019)Since the start of 2020, Covid illness (Coronavirus) has turned into a significant general medical problem. A very much organized interview plan comprised of food recurrence list was ready and pretested. Information on food utilization design previously and during Coronavirus was gathered from chosen tests through private meeting. Coronavirus had possibly further developed the utilization example of insusceptibility sponsor's food among young adult young ladies.
- Sneader, K., & Sternfels, R. A. (2020)The industry is moving towards a magnificent transformation at its core. All these changes will surly enhance the customer experience which will result in setting the new standards for the industry in the post-COVID era.
- Jena, P. R., Kalli, R., & Tanti, P. C. (2021). The COVID19 pandemic puts an unprecedented burden on the food supply chain due to agricultural labor, processing, transportation, logistics shortages and catastrophic changes. The major risk to food security is not only in food availability, but in consumer access to food. A proper safety net is a prime requirement in order to avoid increased hunger and food insecurity.

IV. Different Images Shows the Changes of Dishes Selection



V. Research Methodology

This Descriptive type of research follows both qualitative and quantitative methodology. Data collected by the consumers through questionnaire which filled by 60 responders. The qualitative part of research is done by literature review and various researches related to given topic. The quantitative part is done by survey on consumers in order to fulfill the purpose of research.

This Methodology will include the research methods that were used during the research project process. This survey research method clearly reflects actual fact and figures. It is descriptive in nature due to the usage of both primary and secondary data. Secondary data is used to collect the actual scenario regarding the future, past, and present prospects of the hotel industry and the primary data is being used to conceptualize the type of individual person thinking as it is written this will includes the research methodology.

The primary data is been collected through structured questionnaire method. Primary data includes the type of personal (individual) and its type of thinking, experience, findings and suggestions.

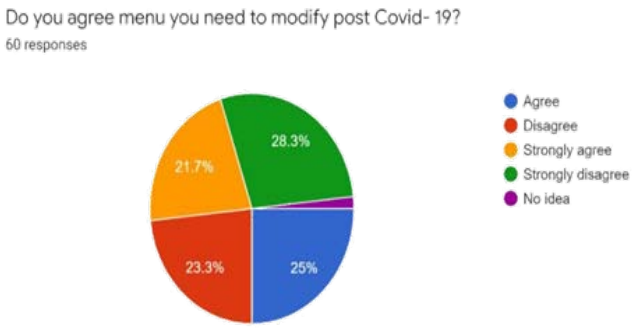


Fig. 1

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Respondents are neutrals over the needs of modifying the menu after covid-19.

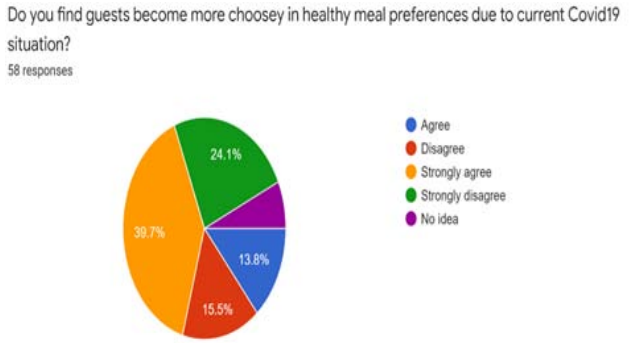

Fig. 2

Majority of the respondents think that become more choosey in healthy meal preferences due to current Covid19 situation.



Fig. 3

Majority of the respondents think that something is missing from healthty menu.

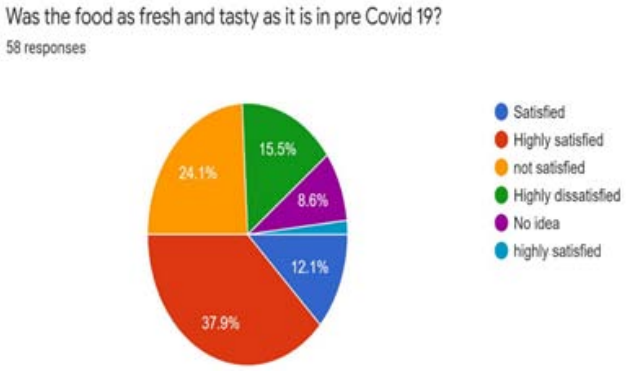

Fig. 4

Majority of the respondents said that food was tasty and fresh as it is in covid 19.



Fig. 5

Majority of the respondents think that rate of the quality highly suitable on the basis of prices.

VI. Conclusion

The End of Social Dining: One of the most beautiful trends that has emerged in India is social dining, where shared tables in restaurants and bars seek to connect strangers over food and drink. After quarantine and quarantine (if privileged and lucky), this experiment can be caught in buds. As a result, 28.3% of people strongly agree that there is a requirement of modification in menu post Covid-19.

Almost 39.7% respondent strongly agree on the point that post covid-19 the guest have become more choosy in healthy meal preference.

The maximum current phenomenon became the emergence of chef-led transport manufacturers in Mumbai and Delhi, in which pinnacle cooks and restaurateurs promised to offer better first-class meals cooked in cloud kitchens and added to the consolation of homes. This fashion is probably to select out up whilst the radical coronavirus retreats. The 41.4% respondent states during the survey that they are satisfied with healthy menu options provided at hotels in Greater Noida.

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