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A Study on Changes Made in Food Production and Food and Beverage Service in Hotel Radisson Blu Tower, Kaushambi Post Covid-19

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Abstract- There have been many changes and challenges Post COVID-19 in which hospitality industry have suffered a lot and is trying to cope up with the scenario. The hoteliers are playing a very crucial role by taking care of themselves and the guest's health. Hotels have gone through lot of challenging faces to make their guest feel the warmth of hospitality by even maintaining up the social distancing. The hotel is following the new SOP's Post Covid 19 like luggage sanitization, hand sanitizers kept at entrance, 6-feet social distancing is maintained, plexi glass wall is fixed at front desk, separate pen holders for used and unused pen, stickers are stuck to floor to maintain the minimum distancing standards. Moreover, apart from front area SOPs are also being followed at back of the house like social distancing hand sanitizers, session being held regularly to motivate staff for maintaining the distancing and following the SOPs Post COVID-19 After the Covid-19 pandemic, all the procedures have been taken in view of the health of all the guests as well as the health of the staff. The guests are happy to see that their health is being taken care of.

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A Study on Changes Made in Food Production and Food and Beverage Service in Hotel Radisson Blu Tower, Kaushambi Post Covid-19

Faizan Ahmad [α], Himanshu Sharma [σ] & Prof. (Dr.) Rajiv Mishra [ρ]

Abstract- There have been many changes and challenges Post COVID-19 in which hospitality industry have suffered a lot and is trying to cope up with the scenario. The hoteliers are playing a very crucial role by taking care of themselves and the guest's health. Hotels have gone through lot of challenging faces to make their guest feel the warmth of hospitality by even maintaining up the social distancing. The hotel is following the new SOP's Post Covid 19 like luggage sanitization, hand sanitizers kept at entrance, 6-feet social distancing is maintained, plexi glass wall is fixed at front desk, separate pen holders for used and unused pen, stickers are stuck to floor to maintain the minimum distancing standards. Moreover, apart from front area SOPs are also being followed at back of the house like social distancing hand sanitizers, session being held regularly to motivate staff for maintaining the distancing and following the SOPs Post COVID-19 After the Covid-19 pandemic, all the procedures have been taken in view of the health of all the guests as well as the health of the staff. The guests are happy to see that their health is being taken care of.

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I. Introduction

The hotel industry has been affected all over the world. After this pandemic being one of the most affected sector due to Covid-19, it 'coming to its feet really quick. As the COVID-19 spread across the entire world, the primary focus for government and business is the safety of their people. Decisions being taken to shut down hotels, restaurants, cinemas, not to mention the entire destructive effect of the travel ecosystem in the entire world.

Food production being the department who make the food for the guest and food and beverages service department serve food to the guest, it is important that both departments follow the SOPs are in order, as it is responsible for creating a 'First impression' for the organization as well as to provide safety to the guest and the staff.

With the change in times due to the recent pandemic and on-going COVID-19 situations, it is extremely crucial that all the safety measures are well in place at every touch point of the organization to ensure the delivery of seamless experience to the guests and ensure the safe and security of the guests as well as the colleagues.

II. Objectives

- To the study about changes in SOP's (standard operating procedure) In Food and Beverage and Food Production Hotel Radisson Blu tower Kaushambi post Covid-19.
- To the study about uses of new technologies in Hotel Radisson Blu tower Kaushambi for prevention of Covid-19.
- To know the Guest opinion on the new standard operating procedure followed in the Hotel Radisson Blu tower Kaushambi.

III. Literature Review

- As per the author, Mr. Venasamilo vanonic (June 2021), "TOURISM CHALLENGES AMID COVID-19" The aim of this article is to present an overview of the COVID-19 impact on the hotel business, and provisions to cope with the new reality, including safety measures, technology application, quality of service, marketing communication, human resource management, and the supply chain management. This study examined the importance of safety measures amid COVID-19. The study says that the extra step to make a hotel properly sanitized has a great influence or impact on customers as well as the employee, which leads to customer's satisfaction and a healthy environment for the staff.
  - As per Mr. Shafique Ul Rehman (2021), "Investigation of COVID-19 Impact on the Food and Beverages Industry: China and India Perspective", in this article, they had examined how hotels will recover, including differing return and recovery timelines for hotels ranging from luxury to economy hotels. They also reviewed the factors affecting the initial return of travel.

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In this article, they had examined hotels will recover, including differing return and recovery timelines for hotels ranging from luxury to economy hotels. We will review the factors affecting the initial return of travel.

IV. Methodology

a) Introduction

The study will indicate the research design, population, and sample size, sampling procedure, data collection instruments, data collection procedures, and finally data analysis and presentation.

b) Research design

This study will use a descriptive research design. A descriptive research design allows researchers to gather information and summarize, present and interpret data for the purpose of clarification. Therefore, descriptive approach is the best to understand the changes seen and felt in food production and food and beverage service outlets.

c) Study area

The study will be undertaken at Radisson Blu Tower, Kaushambi.

d) Study population

The population of this study will be customers from Radisson Blu, Kaushambi. The target population will be the customers that will be present at the hotel during collection of data. The respondents will be 65 participants from Radisson Blu. The participants must be proficient in English, are above 18 years old, and the participants who gave informed consent.

e) Sampling and Sample Size

Sampling is the procedure of choosing elements such as people or organization from a population of interest. Through the studying of a sample, researchers may impartially generalize their results on the entire population from the sample. A sampling design stipulates the population frame, sample size and its selection, as well as the process of estimating the sample size. Stratified sampling will be used to select the sample of the study. It will involve dividing the population into homogeneous subgroups and then taking a simple random sample in each subgroup.

f) Data collection methods and Procedure

Questionnaire was prepared and participated were asked questions related to the changes in hotel post Covid-19. Questions about factors affecting their choice was asked such as, quality of service, the ambience, about hygiene etc.

A total of 65 participants filled the questionnaire. Likert scale was used to ask participants to rate their satisfaction of Cleanliness of the hotel and its rooms, to rate the ambienc and to rate their overall experience while there stay in Radisson Blu Tower, Kaushambi.

g) Data analysis

The collected data in this study was first grouped, edited and checked for completeness. Quantitative data and descriptive statistics were used to analyse the data. The accuracy, reliability and validity of the data collected was done before the data analysis. The data collected was then analyzed and presented in graphs and pie chart along a descriptive analysis of the same findings.

Changes in food production and food and beverage service department post Covid-19.

Contactless In-room dining – Due to such circumstances, In-room dining experience had become a challenge for both guests and staff. Earlier guests used to get rolling cart facility inside the room but now the scenario has changed. Now, the team member just knocks and leaves the food on the trolley at the guest room door and the bill is directly added to the total amount. This amount can be thoroughly checked during the time of check-out.

Contactless order taking – There's a QR code that is supposed to be scanned for ordering. It is smartphone based software designed to reduce the number of physical contact required. After scanning the QR code it opens up a menu on the mobile screen from which different sections of menu can be accessed altogether.

Changes in Food & Beverage Service – Changes in the restaurant and bar includes spacing between two tables to promote social distancing, Grab and go, pre-plated and portioned food at the time of breakfast, use of bio-degradable and disposable dishware and flatware for In-room dining upon guest's request and contactless In-room dining food deliveries are some changes that could be noticed and experienced by guests staying at Hotel Radisson Blu tower Kaushambi.

Kitchen Area and Equipment – Kitchen equipment are thoroughly cleaned as soon as they reach kitchen stewarding area throughout the day.

Talking about the kitchen area it is also cleaned multiple times a day but now an additional responsibility has been added of sanitizing the whole kitchen area.

Restaurant cleaning - After covid-19 restaurant should be cleaning 3 times a day and sanitizing now a days restaurant cleaning after breakfast and sanitizing every table and chairs properly. Also we will cleaning restaurant sanitizing after lunch or dinner.

Installation of Arogya Setu App is must in every guest's mobile phone.

Staff training – All the team members have been made aware of each and every government guidelines related to Covid-19. For example – wearing masks and gloves all the time and maintaining social distancing both between guests and each other.

Use of new technologies post-Covid-19

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QR code menu instead of physical menu - Hotel use now a days QR code menu the menu place on the table so guest can scan and check the menu thoroughly pdf and order the food.

QR payment - Post COVID-19 Hotel uses an online payment through QR scanner so guest can easily scan a bar code and pay easily and safely.

Sanitizing machine - post covid-19 sanitizing machine provided in a restaurant in front of entrance area so every guest sanitize properly.

Fogger Machine - Housekeeping department used fogger machine to sanitize the whole building. This machine is used in public areas such as restaurant, bar, guest floors, etc. for spraying of disinfectant. It consumes very less amount of disinfectant. Fogger machine not only disinfects Covid-19 and other bacteria but also can be used to kill mosquitos by spraying fumigant liquids.

V. Conclusion

The Hotel Radisson Blu Tower has made several changes in their service style. Earlier there used to be a buffet setup on a daily basis, but now they have closed the buffet section and are now serving everything at guest's table. Even the In-room dining orders are served in disposable flatware, upon guest request. The management team has also introduced several special training sessions.

For guest safety and security the team members are checking each and every person's temperature and give them hand sanitizers at the entrance. They have reduced the number of seating area to half in the lobby and restaurant area which eventually made more space between the tables. After a guest leaves a table they thoroughly clean and sanitized the table and seats as well. Also, they have installed Plexiglas walls at the front desk.

Employees are also wearing facial masks, facial shields and gloves to reduce the chances of contamination. Even the chefs in the live kitchen are wearing masks, despite the hot working conditions. Also, all the employees are fully vaccinated as of 15th January, 2022.

Not only customer's safety is important, but the staff safety is also necessary for which they have provided automatic hand sanitizers at multiple locations throughout the hotel, checking of temperature of each guests, and a full body sanitizer at the entrance.

The team is also working by the rules and is maintaining appropriate distance required when they can.

The staff had also shown care for guest's safety by not breaching the social distancing protocol most of the time and also wore face mask. Wearing mask has become a part of our daily life and is essential to keep ourselves safe from Covid-19 and good knows what.

Guest satisfaction in regards to safety and security measures taken by Hotel Radisson Blu tower Kaushambi post Covid-19.

As per the survey, a majority of guests felt safe while they had a stay at hotel Radisson Blu tower. Not only guests felt safe but they're also willing to recommend this property to their friends and family. Keeping guests safe and happy is the utmost priority of this hotel.

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