#### PREFACE

First of All, we thank the Almighty God because of His help from beginning to end authors could finish this Work of Professional Competence. This Work of Professional Competence with the title "Food and Beverage Operational Handbook in the New Normal Era" is made in partial requirements for the degree of Professional Bachelor in Tourism (S.Tr.Par.) Hospitality Management Department Faculty of Tourism Universitas Pelita Harapan – Jakarta.

Authors are aware that without guidance, support, and prayer from all parties, this handbook will not be completed on time. Authors would like to thank all parties who have supported and helped either directly or indirectly from the initial preparation until this handbook is finished, namely:

- 1. Dr. Meitolo Hulu, S.ST., M.M. as the Final Project Advisor who has been willing to take the time and provides direction during final project process.
- Dr. Diena M. Lemy, A.Par., M.M., CHE. as the Dean of Faculty of Tourism of Universitas Pelita Harapan.
- Dr. Amelda Pramezwary, A.Par., M.M. as the Department Chair of Hospitality Management of Universitas Pelita Harapan.
- Dr. Wulanmeiaya Wowor, S.E., M.M. as the Academic Advisor who has been supporting during university period.
- Final assignment examiners, Dr. Soeseno Bong, S.E., M.M., Bapak Vasco A.H. Goeltom, S.ST.Par., M.M., and Ma'am Rosianna Sianipar, S.ST.Par., M.M. that has review and give advice to help us improve our final project.
- 6. Bapak Hendra Napitupulu as the Assistant Restaurant and Banquet Manager of Atria Residences Gading Serpong who has been willing to give the

information regarding restaurant operation in the new normal era.

- Bapak Johanes Aditya as Operational Manager of Bluegrass Restaurant who has been willing to give the information regarding restaurant operation in the new normal era.
- Bapak Mark Danny as the Director of PT. FOOBE and Food and Beverage Service Lecturer who has been helping provide interview source and taught food and beverage class.
- Bapak Jimmy M.H. Situmorang, B.Sc., M.B.A. as the Food and Beverage Service Lecturer who has been helping us in developing the handbook.
- Bapak Vasco A.H. Goeltom, S.ST.Par., M.M. as the Food and Beverage Service Lecturer who has been helping us in developing the handbook.
- 11. Bapak Kevin G. Yulius, S.Tr.Par., M.Par. as the Food and Beverage Service Lecturer who has been helping us in developing the handbook.
- 12. All lecturer in Faculty of Tourism in Universitas Pelita Harapan.
- Timothy, Tayo, Vivien, and Lucy who have directly help us in making this final project.
- 14. Administration staff and laboratory staff in Faculty of Tourism.
- 15. Parents who have given moral and material support, prayer, and love.
- 16. Comrade in arms: 2017 students who have given encouragement and help.
- 17. Close friends, Esther Novianti, Fabiola Astrid, Jennifer Eve, Pricilia Khiani, Priscilia Josceline, Lucy Widyadhana that always support, help and give us concern.
- H Class 2017 friends, for every history that we have been made since the day one of university life.

- 19. Highschool basketball teammates especially Nakkarawaci, grateful for each of you that have been a role model and helper.
- 20. Manadonese friends who always make Karawaci feels like Manado.
- 21. ISL friends that are always active when it comes each final project exam.
- 22. DATE Karawaci 10, Ci Kezia and Ko Andrew for being a great leader, and other members who always cheering every Friday night.
- 23. New friends and community from "Absen Yuk!" who always boost energy every Monday night.
- 24. Friends from Himpunan Mahasiswa Pengelolaan Perhotelan 2018/2019 who have given support and help.
- 25. Friends from Majelis Perwakilan Mahasiswa Universitas Pelita Harapan 2018/2019 who have given support and encouragement.
- 26. Yamko Lambe Yamko: Shindi Ekawaty, Dimitri Alejandro, Timothius Hermawan, Irvan Megajayanto, Glyceria Ericha, Licyawati Dewi, and Difa Farzani who always caring, help, give support, and accompany julid.
- 27. School & EF friends, Kanika Shamdasani, Eleora Vien, and Afiyya Sarah that always given support and care.
- 28. Members of 2 days & 1 night season 4, 문세윤 (Moon Se-Yoon), 김선호 (Kim Seon-Ho), 라비 (Ravi), 딘딘 (DinDin), 연정훈 (Yeong Jung-Hoon), and 김종민 (Kim Jong Min) for every joke that you guys showed has always made me laugh hardly and help relieve stress at the time of writing the final project.
- 29. Members of 방탄소년단 (BTS), 김석진 (Kim Seok-Jin), 김남준 (Kim Nam-Joon), 민윤기 (Min Yoon-Gi), 정호석 (Jung Ho-Seok), 박지민

(Park Ji-Min), 김태형 (Kim Tae-Hyung), and 전정국 (Jeon Jung-Kook) for every blood, sweat and tears that make you become who you are today and that motivate to finished the thesis and chasing dreams.

30. Members of 블랙핑크 (BLACKPINK), 김지수 (Kim Ji-Soo), 김제니 (Kim Jennie), 박채영 (Park Chae-Young), and 리사 (Lisa) for every songs that you produce it always keep cheering up to finished the thesis.

31. All the parties who have contributed that can't be mentioned one by one.

This handbook is expected to be useful for all the readers. Authors are aware with the imperfections of this handbook; authors also hope for feedback in the form of constructive criticism and suggestion.

Jakarta, 5 January 2021

Authors

### **TABLE OF CONTENTS**

#### TITLE PAGE

# FINAL ASSIGNMENT STATEMENT AND UPLOAD AGREEMENT FINAL ASSIGNMENT ADVISOR'S STATEMENT OF AGREEMENT BOARD OF FINAL ASSIGNMENT EXAMINERS' STATEMENT OF AGREEMENT

PREFACE	V
TABLE OF CONTENTS	IX
LIST OF TABLES	XI
LIST OF APPENDIXES	XII

#### **CHAPTER I INTRODUCTION**

A. Background	1
B. The Purpose of Making the Book Design	9

#### CHAPTER II MATERIAL FOR BOOK DESIGN

A. Grooming, Hygiene, and Sanitation in The New Normal Era10
B. Restaurant Operation in The New Normal Era11
C. Restaurant Arrangement in The New Normal Era11
D. Restaurant Equipment and Supplies in The New Normal Era11
E. Organization Chart and Job Responsibility in The New Normal Era

#### CHAPTER III THE PROCESS OF MAKING THE BOOK DESIGN

A.	Initial Idea	13
B.	Scheduling	14

C.	Data Compilation1	6
D.	Book Design Lay-Out1	6
E.	Editing Process1	7
F.	Printing and Publishing the Book Design1	7

## CHAPTER IV RESULT AND EVALUATION

A.	Result	
B.	Evaluation	19

## **CHAPTER V CONCLUSION AND SUGGESTION**

А.	Conclusion2	1
Β.	Suggestion2	1

REFERENCE	23
APPENDIX	
CURRICULUM VITAE	

## LIST OF TABLES

No.	Title	Page Number
1	Covid-19 Active Cases in Global and Indonesia	1
2	Covid-19 Cases in Indonesia	2
3	Process of Making the Food and Beverage	
	Service Operational in The New Normal Era Handbook	17



## LIST OF APPENDIXES

<b>No.</b> 1	Title Covering Letter of Interview for Bluegrass Restaurant	Page Number A-1
2	Main Entrance of Bluegrass Restaurant	B-1
3	Health Declaration QR Code at Bluegrass Restaurant	B-2
4	Health Declaration Online Form at Bluegrass Restaurant	B-3
5	QR Code of Menu at Bluegrass Restaurant	B-4
6	Table Set-Up at Bianco Restaurant	B-4
7	QR Code of Menu at Bianco Restaurant	B-5
8	Cashier Counter at Bianco Restaurant	B-5
9	Entrance of Bianco Restaurant	B-6
10	Picture with ARBM of Bianco Restaurant	B-6
11	Health Declaration Form of Wedding at Atria Hotel Gadin	g
	Serpong	B-7
12	Wedding Table Set-Up at Atria Hotel Gading Serpong	B-7
13	Buffet at Atria Hotel Gading Serpong 1	B-8
14	Buffet at Atria Hotel Gading Serpong 2	B-8
15	Cutleries Sac & QR Code Menu at Mr. Fox Restaurant	B-9
16	Side Station at Mr. Fox Restaurant	В-9
17	QR Code Menu & Mask Envelope at Benedict Restaurant	B-10
18	Payment Process at the Table at Benedict Restaurant	B-10
19	Main Entrance of B'Steak Gading Serpong	B-11
20	QR Code Menu & Cutleries Set at B'Steak Gading Serpon	g B-11
21	Table Set-Up at Greyhound Senopati	B-12
22	Table Set-Up at TWG Plaza Indonesia	B-12
23	Table Set-Up at Bottega Ristorante SCBD	B-13
24	CHSE Certificate at Taman Sari Pusat Makanan Karawaci	B-13
25	Handbook Online QR Code	C-1