

## ABSTRACT

A Community service is an activity which aims to help a certain community without expecting anything in return. Through community service students are able to share the knowledge they have gained in college to the community. The purpose of this community service is to share the knowledge of food and beverage operation and staff grooming in the new normal era. On 30<sup>th</sup> January 2020, World Health Organization (WHO) declared the outbreak of COVID-19 (the official name was announced later on 11<sup>th</sup> February 2020) as a *Public Health Emergency of International Concern* (PHEIC), to prevent the virus spread, food and beverage establishment need to adjust their operational procedure by following the health protocol needed. Therefore, the community service team will share their knowledge about the general food and beverage operation and staff grooming standard in the new normal era to prevent the spread of SARS-CoV-2 virus in the food and beverage establishment based on the field research by visiting various restaurant and from the Restaurant *Cleanliness, Health, Safety, and Environmental Sustainability* (CHSE) guidelines published by the Ministry of Tourism and Creative Economy. The contribution of all the food and beverage stakeholders and guests in following the health protocol is required in preventing the SARS-CoV-2 virus spread.

**Keywords:** Food and Beverage Operation, Staff Grooming, New Normal Era.

