

CHAPTER IV

EXECUTION AND RESULT OF ACTIVITY

A. Execution of Activity

The execution of the webinar “NEW NORMAL? NO NEED TO WORRY! – Introduction to Food and Beverage Operation and Staff Grooming in the New Normal Era” was held an hour advancement since it held in two different time zones, Indonesia Western Time and Indonesia Central Time. The webinar is conducted online via zoom with the various of participants from Jakarta, Manado, and Tangerang. There were 30 participants including 3 team members, 3 restaurant owners, 1 food and beverage manager at a hotel, 4 restaurant staffs, and 19 students (Universitas Pelita Harapan, Binus University, and Kwik Kian Gie Institute).

Table 4.1

Timeline of “NEW NORMAL? NO NEED TO WORRY! – Introduction to Food and Beverage Operation and Staff Grooming in the New Normal Era” webinar

No.	Time	Activity
1.	11:20 – 11:50	Preparation (30’)
2.	11:50 – 12:05	Participants <i>login</i> Zoom Online App (15’)
3.	12:05 – 12:10	Opening & Prayer (5’)
4.	12:10 – 12:15	Introduction to Material (5’)
5.	12:15 – 13:00	Material & Video Presentations (45’)
6.	13:00 – 13:40	Question & Answer (40’)
7.	13:40 – 13:45	Appreciation & Documentation (Screenshot Picture) (5’)
8.	13:45 – 13:50	Closing & Prayer (5’)

Source: Result of Data Processing (2020)

After the webinar “NEW NORMAL? NO NEED TO WORRY! – Introduction to Food and Beverage Operation and Staff Grooming in the New Normal Era” was conducted, participants were evaluated through the online form and managed to get 18 responses. The following is a summary of the evaluation results

Table 4.2
Evaluation of “NEW NORMAL? NO NEED TO WORRY! – Introduction to Food and Beverage Operation and Staff Grooming in the New Normal Era” webinar

No.	Question	Assessment				
		Yes			No	
1.	Have you ever heard of CHSE before the webinar	16,7%			83,3%	
*SD=Strongly Disagree, D=Disagree, N=Neutral, A=Agree, SA=Strongly Agree		SD	D	N	A	SA
2.	The material of the webinar meets my expectation	0%	0%	0%	36,8%	63,2%
3.	The material of the webinar is useful for F&B establishment in adapting to the new normal era	0%	0%	0%	10,5%	89,5%
4.	I believe by implementing the knowledge that I learn from this webinar, the possibility of COVID-19 spread in F&B establishment will be decreased	0%	0%	5,3%	10,5%	84,2%
5.	I believe I can prevent restaurant forced closure by implementing the knowledge that I learned from this webinar	0%	0%	0%	15,8%	84,2%
6.	The presenter presents the material well	0%	0%	5,3%	31,6%	63,2%
7.	The webinar was held on time	0%	0%	0%	10,5%	89,5%
8.	The webinar is running smoothly	0%	0%	0%	15,8%	84,2%
9.	I learned a lot from this webinar	0%	0%	0%	21,1%	78,9%
10	I will implement the knowledge that I gain from this webinar	0%	0%	0%	21,1%	78,9%

Source: Result of Data Processing (2020)

From the evaluation table above, it can be seen that 83.3% have never heard of CHSE (Cleanliness, Health, Safety and Environment). In terms of application of the material, 63.2% strongly agree that this material meets their expectations, 89.5% strongly agrees that this material is useful for F&B establishment in adapting to the new normal era, and 84.2% strongly agrees that by implementing the knowledge that the possibility of COVID-19 spread in F&B establishment will be decreased. In terms of delivering material and organizing activities 63.2% strongly agree that the presenter presents the material well, 89.5% strongly agree that the webinar was held on time, and 84.2% strongly agree that the webinar is running smoothly. There are 78.9% who strongly agree that they learned a lot from this webinar, and 78.9% strongly agree to implement the knowledge that they gain from the webinar.

It can be concluded that the material presented is useful for adding insight into how restaurants can continue to operate in the new normal era, and the material presented can be clearly understood.

B. Result of Activity

The result of this activity is in the form of material and knowledge from a relevant source, the Ministry of Tourism and Creative Economy. The webinar is for the food and beverage establishment in the new normal such as restaurant (Jakarta, Manado, Tangerang), café (Tangerang), and hospitality and management student (UPH, Binus University, Kwik Kian Gie Institute). The benefits of this activity are:

1. For Partner

The benefit for partners is to provide knowledge about guidelines for food and beverage service in the new normal era. So that partners can

continue to run a business without going bankrupt by following the health protocol by the government.

2. For Universitas Pelita Harapan

The benefit for Universitas Pelita Harapan is to increase student interest since most of the students are not taught about the food and beverage service in the new normal era.

3. For Executant

The benefit for executant is this webinar become one of the requirements for the final project. Besides that, this helps to increase the ability to manage and conduct an online event.

