

## REFERENCE

- Idris, M. (2020, May 26). *Mulai 1 Juni, ini skenario tahapan new normal untuk pemulihan ekonomi*. PT. Kompas Cyber Media.  
<https://money.kompas.com/read/2020/05/26/073708726/mulai-1-juni-ini-skenario-tahapan-new-normal-untuk-pemulihan-ekonomi?page=all>
- Kementerian Koordinator Bidang Perekonomian Republik Indonesia. (2020). *Kementerian koordinator bidang perekonomian Republik Indonesia*.  
<https://ekon.go.id/info-sektoral/17/67/infografis-apa-itu-new-normal>
- Kementerian Pariwisata Dan Ekonomi Kreatif. (2020). *Panduan pelaksanaan kebersihan, kesehatan, keselamatan, dan kelestarian lingkungan di restoran/rumah makan*.
- Novellno, A. (2020, May 11). *Sri Mulyani sebut kebijakan PSBB “Pukul” ekonomi RI*. CNN Indonesia.  
<https://www.cnnindonesia.com/ekonomi/20200511132615-532-502066/sri-mulyani-sebut-kebijakan-psbb-pukul-ekonomi-ri>
- World Health Organization. (2020). *Naming the coronavirus disease (COVID-19) and the virus that causes it*.  
[https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-\(covid-2019\)-and-the-virus-that-causes-it](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-(covid-2019)-and-the-virus-that-causes-it)

## **LOCATION MAP**

The community service is conducted online through Zoom Application.

### **SCIENCE AND TECHNOLOGY OVERVIEW**

What the Community Service team presented for the participants was knowledge related to food and beverage operation in the new normal era as well as the staff grooming in the new normal era. By understanding how to adjust with the new normal era, food and beverage establishment can provide a safe place for people to dine and also for staff, to work, as the new normal procedure will reduce the possibility of COVID-19 infection in a restaurant. Therefore, the Community Service team wants to share the knowledge that has been obtained by learning during college, field research, and reading some references with the audience in terms of food and beverage service operational and staff grooming in the new normal

**APPENDIX A**  
**BIODATA OF THE COMMUNITY SERVICE TEAM**

1. Team Leader
  - a. Full Name : Dr. Meitolo Hulu, S.ST., M.M.
  - b. Gender : Male
  - c. NIK : 20200121
  - d. Functional/Rank/Goal : Asisten Ahli
  - e. Structural Position : -
  - f. Field of Expertise : Sustainable Tourism Development
  - g. Faculty/Study Program : Hospitality Management
  - h. University : Universitas Pelita Harapan
  - i. Mention 2 Community Service titles that: -  
Were carried out either funded by UPH  
or Nation, which were the most relevant  
to this proposed Community Service topic
  
2. Team Member 1
  - a. Full Name : Rehuellah Teresa Deeng
  - b. Gender : Female
  - c. NIK : 01541170118
  - d. Functional/Rank/Goal : -
  - e. Structural Position : -
  - f. Field of Expertise : -
  - g. Faculty/Study Program : Hospitality Management
  - h. University : Universitas Pelita Harapan
  - i. Mention 2 Community Service titles that: -  
Were carried out either funded by UPH  
or Nation, which were the most relevant  
to this proposed Community Service topic
  
3. Team Member 2
  - a. Full Name : Septy Meily Wiranata
  - b. Gender : Female
  - c. NIK : 01541170013
  - d. Functional/Rank/Goal : -
  - e. Structural Position : -
  - f. Field of Expertise : -
  - g. Faculty/Study Program : Hospitality Management
  - h. University : Universitas Pelita Harapan
  - i. Mention 2 Community Service titles that: -  
Were carried out either funded by UPH  
or Nation, which were the most relevant  
to this proposed Community Service team

**APPENDIX B  
EVALUATION FORM**

1. Full Name:
2. Phone Number:
3. E-Mail:
4. Organization and Position (example: XYZ Restauant - Staff / Universitas Pelita Harapan - Student):
5. Have you ever heard of CHSE before the webinar? (Yes or No)
6. The material of the webinar meets my expectation (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
7. The material of the webinar is useful for F&B establishment in adapting to the new normal era (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
8. 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 (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
9. I believe I can prevent restaurant forced closure by implementing the knowledge that I learned from this webinar (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
10. The presenter presents the material well (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
11. The webinar was held on time (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
12. The webinar is running smoothly (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
13. I learned a lot from this webinar (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
14. I will implement the knowledge that I gain from this webinar (Scale from 1 – Strongly Disagree to 5 – Strongly Agree)
15. Feedback:

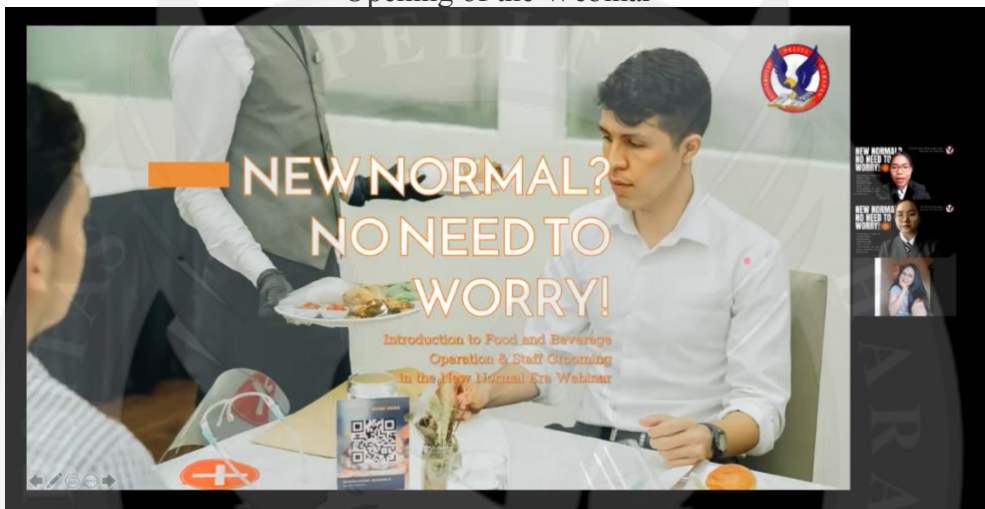
.....  
.....

## APPENDIX C DOCUMENTATION OF THE EVENT

Video Link of the Event:

<https://drive.google.com/file/d/1-7IGQHtZOBQPVL0x6u-zFQUUK0cWFZQd/view?usp=sharing>

**Figure 1**  
Opening of the Webinar



Source: Result of Data Processing (2020)

**Figure 2**  
Video Playing of Food and Beverage Operation in the New Normal Era



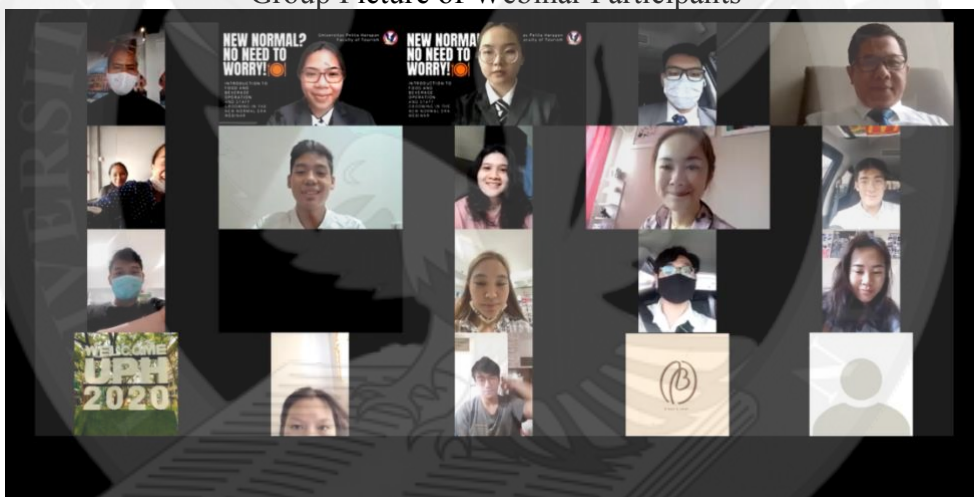
Source: Result of Data Processing (2020)

**Figure 3**  
Certificate Handover



Source: Result of Data Processing (2020)

**Figure 4**  
Group Picture of Webinar Participants



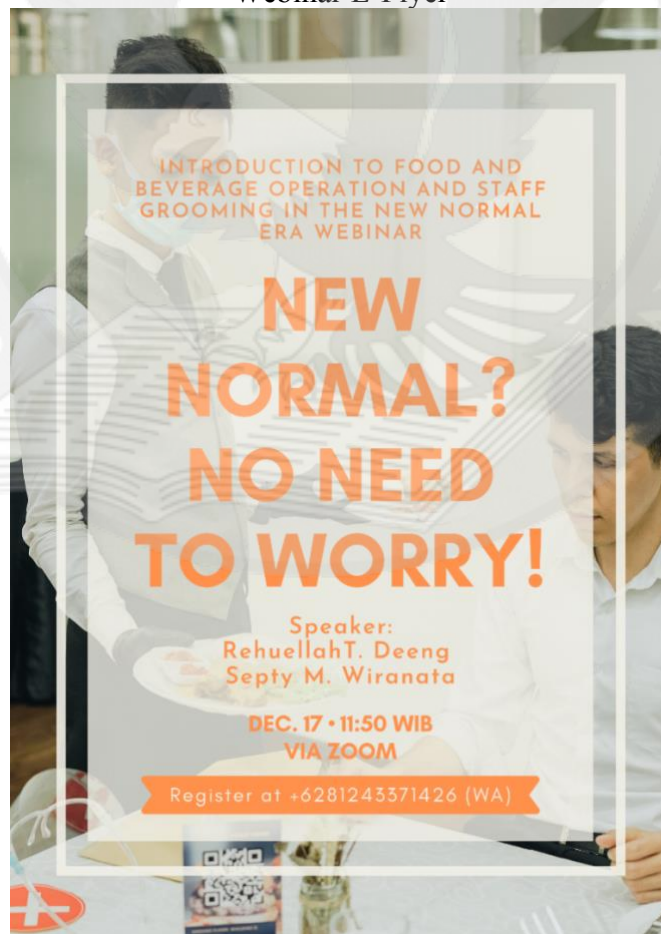
Source: Result of Data Processing (2020)

**Figure 5**  
Participant Certificate




Source: Result of Data Processing (2020)

**Figure 6**  
Webinar E-Flyer



Source: Result of Data Processing (2020)

**Figure 7**  
Record of Event

 **UPH**  
UNIVERSITAS PELITA HARAPAN

**SCHOOL OF HOSPITALITY AND TOURISM**

**BERITA ACARA**

**SERAH TERIMA/HASIL PEKERJAAN/PELAKSANAAN PENGABDIAN KEPADA MASYARAKAT**

Pada hari ini, Kamis 17 Desember 2020 pukul 12:00 WIB bertempat di Atria Residences Gading Serpong telah dilakukan serah terima hasil pekerjaan Pengabdian kepada Masyarakat oleh Program Studi Pengelola Perhotelan, Fakultas Pariwisata Universitas Pelita Harapan.

Untuk itu, kami yang bertanda tangan dibawah ini:

I. Nama : Dr. Diena M. Lemy, A.Par., M.M.CHE  
Jabatan : Dekan  
Instansi/Lembaga : Fakultas Pariwisata Pelita Harapan  
Selanjutnya disebut sebagai PIHAK PERTAMA, dan

II. Nama : Hendra Napitupulu  
Jabatan : Assistant Restaurant and Banquet Manager  
Instansi/Lembaga : Atria Residences Gading Serpong  
Selanjutnya disebut sebagai PIHAK KEDUA

Berdasarkan:

1. Program Studi Pengelolaan Perhotelan, Fakultas Pariwisata Universitas Pelita Harapan Tahun Akademik 2019/2020.
2. Persetujuan pihak peserta atas pelaksanaan kegiatan pengabdian kepada masyarakat kepada restoran/rumah makan di Jakarta, Tangerang dan Manado.

PIHAK PERTAMA dan PIHAK KEDUA dengan ini menyatakan:

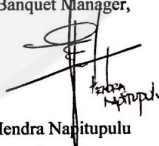
1. PERTAMA telah menyelesaikan seluruh pekerjaannya berupa Webinar Kepada pemilik dan pelaku usaha di industry restoran/rumah makan.
2. PIHAK PERTAMA menyerahkan hasil pekerjaan tersebut pada butir 1 (satu) di atas kepada PIHAK KEDUA dan PIHAK KEDUA menerima dengan baik hasil pekerjaan PIHAK PERTAMA

Demikian Berita Acara Serah Terima Hasil Pekerjaan Pengabdian kepada Masyarakat dibuat 2 (dua) dan ditandatangani oleh kedua belah PIHAK pada hari, tanggal, bulan, dan tahun sebagaimana tercantum pada awal berita acara ini.

Pihak Pertama  
Universitas Pelita Harapan  
Program Studi Pengelolaan Perhotelan  
Dekan,

Pihak Kedua,  
Atria Residences Gading Serpong  
Assistant Restaurant and Banquet Manager,

Dr. Diena M. Lemy, A.Par., M.M.CHE

  
Hendra Napitupulu

Building D.2 F1., UPH Global Campus, Lippo Karawaci, Tangerang 15811, Indonesia, Telp. (021) 546 0901, Fax. (021) 546 0910, www.uph.edu

Source: Result of Data Processing (2020)



## **CURRICULUM VITAE**

### **PERSONAL DETAILS**

Name : Rehuella Teresa Deeng  
Place & Date of Birth : Tomohon, August 14<sup>th</sup> 2000  
Current Address : Kost Beverly Hills Karawaci  
Jl. Permata Kasih 6 Blok C11 No.12A  
Family Address : Jl. Gereja No. 177 Winangun I Lingkungan II  
Manado, Sulawesi Utara  
Mobile Phone : 081243371426  
E-mail address : rheadeeng@gmail.com  
Gender : Female  
Marital Status : Single  
Nationality : Indonesian



### **EDUCATIONAL BACKGROUND**

- 2017 – present : Hospitality Management – Pelita Harapan University
- 2014 – 2017 : Eben Haezar Christian Senior High School  
Manado
- 2011 – 2014 : Eben Haezar 02 Christian Junior High School  
Manado
- 2005 – 2011 : Eben Haezar 02 Christian Elementary School  
Manado

### **ADDITIONAL COURSES**

- 2015 – 2017 : Private English Course
- 2006 – 2007 : English Course
- 2005 – 2006 : Piano Lesson

### **TRAITS & CHARACTERS**

- Hard worker
- Highly motivated
- Responsible
- Able to work either individually or in a group

### **SEMINAR, TRAINING, AND ACTIVITIES**

- Beauty Class by Canmake 2017
- Participant of Hotel Gathering UPH “EXPLORE” 2017
- Participant of The Aryaduta Hotel Visit and Table Manner Course by Aryaduta Hotel Bandung
- Manual Coffee Brewing Introduction - MG&CO Eatery, Bandung
- Participant of “Mixology Club – Mixology Time 2017”
- Participant of “BLAZE” Leadership Training 2017
- Participant of Hospitour 2017 (*as Flashmob Team*)
- Committee of Internal Sport League Season 10 (*as Basketball Game Operation*)
- Committee of Internal Sport League Season 11 (*as Basketball Game Operation Coordinator*)
- Committee of Kawanua Christmas Celebration 2017-2018 (*as Consumption Coordinator*)
- Committee of Kawanua Welcoming 2018 (*as Consumption Coordinator*)
- Coffee Brewing and Latte Art Workshop 2018
- Wine Tasting Workshop 2018
- Mentor of Mixing Drink Workshop 2018
- Participant in Seminar “Hospitality Industry Contribution on Sustainable Tourism”, 2018
- Participant in Hotel Gathering “UNITY: United We Stand Divided We Fall” 2018
- Participant in “Tour & Taste” Winery Tour Event 2019, Sababay Winery, Bali
- Member of Liaison Officer Division in Hospitour 2019: DIGITAL: Millennials’ Direct Involvement in Growing International Tourism by Sustaining Local Tourism
- Member of Webinar Division in Hospitour 2020: EARTH: Environment-friendly and Responsible Tourism Through Hospitality
- Participant in Webinar Series 2020: Sustainable Tourism & Hospitality Practice Solution Enhancing Innovation in Pandemic Situation Conducted at School of Hospitality and Tourism, Universitas Pelita Harapan on 20th July 2020
- Participant in Webinar Series 2020: Hygiene, Health, Safety & Security Preparation and Trainings for Hospitality and Tourism Education Entering New Normal Era Conducted at School of Hospitality and Tourism, Universitas Pelita Harapan on 22nd July 2020
- Participant in Webinar Series 2020: Social Media Engagement in Hospitality & Tourism – Stay Connected in the Digital Era Conducted at School of Hospitality and Tourism, Universitas Pelita Harapan on 27th July 2020
- Participant in Webinar Series 2020: Digital Culture & E-Tourism - Attractive & Engaging Virtual Tour Conducted at School of Hospitality and Tourism, Universitas Pelita Harapan on 29th July 2020

### ORGANIZATION EXPERIENCES

- 2018 – 2019 : Mixology Club as Member of Creative Division
- 2012 – 2013 : Student Council

### WORKING EXPERIENCES

- 2018 : FAVE Brand Ambassador
- 2019 : Food & Beverage Service Intern at Atria Residences Gading Serpong



