



Food and Beverage Service Standards at Capella Ubud during the Covid-19 Pandemic

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Abstract

Purpose: The purpose of this study is to determine the application of service standards for food and beverage service by employees at the Capella Ubud, Bali, Indonesia, during the Covid-19 pandemic.

Research methods: This study uses descriptive analysis methods and descriptive statistics using guest comments. The data obtained by finding the average value of the results of guest comments with 3 indicators namely location, service, and cleanliness so that data presentation can be carried out to draw conclusions. **Findings:** The results of this study indicate that the location, service, and cleanliness indicators get guest satisfaction with an average 4-star gain of 151.16 with the highest score on cleanliness and an average 5-star score of 148.84 with the highest score on service.

Implication: Capella Ubud applies good food and beverage service standards during the Covid-19 pandemic.

Keywords: operating standards, guest comments, food and beverage.

INTRODUCTION

In maintaining local and foreign tourist visits, tourists need a comfortable place to stay and rest while they carry out their activities in Bali. Hotel is a business that is engaged in accommodation and is managed professionally in order to generate profits by providing services to consumers (Diasa, 2020). This can be done by providing appropriate and adequate accommodation in accordance with the Bali Government's appeal based on the CHSE (cleanliness, health, safety, environment sustainability) and WHO (World Health Organization) protocol guidelines. In addition to facilities, service to guests is no less important. (Supeno et al., 2021), the hotel is said to be an effort to provide accommodation in the form of rooms in a building that is

equipped with food and beverage services, entertainment activities and other facilities on a daily basis with the main aim of making a profit.

Capella Ubud is one of the five star hotels located in Ubud Village. This hotel also has several departments. Each department in this hotel has different duties and responsibilities. However, in carrying out its duties, each department is interrelated with other departments both in the process of operating the business and in an effort to provide the best service. This must be done with the aim of satisfying guests staying at the hotel later. Therefore, coordination and cooperation between departments is needed so that everything can run smoothly. Food and Beverage Department is one of the departments in the hotel. According to Susana (2017), Food and Beverage Department is one of the departments in a hotel where this department is responsible for the needs of food and drink services. Atmodjo (2005) stated a restaurant is a place or building which is organized commercially, which provides good service to all consumers in the form of food or beverages.

Rangkuti (2003) said that service is an activity or a series of activities that are invisible that occur as a result of interactions between consumers and employees. As a process, services take place regularly and continuously, covering all people's lives in society (Moenir, 2010). In order to maintain and improve their services, hotels must monitor their service standards. According to Setiawan (2004) implementation is the expansion of activities that mutually adjust the process of interaction between goals and actions to achieve them and requires a network of implementers, an effective bureaucracy. Sulastris (2012) stated, standards are documented agreements which include, among others, technical specifications or accurate criteria. One way for hotels to monitor their service standards is to use guest comments. Yuniarti (2015) stated, customer satisfaction is the level of one's feelings after comparing the perceived performance or results compared to their expectations. The Food and Beverage department must be able to maintain and improve its services in this pandemic season.

Some studies have discussed the topic concerning Covid-19 and CHSE or cleanliness (kebersihan), health (kesehatan), safety (keamanan), dan Environment (ramah lingkungan) such as Putra et al (2021a), Putra et al (2021b), Nugraha (2019), Supeno et al (2021), and Puspita et al (2021). In

this present study, the authors raised a result of research which is very different from the previous studies.

RESEARCH METHODS

The location of this research was carried out at the Capella Ubud, which is one of the 5-star hotels in Ubud Bali area. In this study, the object of this research is the implementation of food and beverage service standards at Capella Ubud during the Covid-19 pandemic. The selection of the object of this research is based on the existing problems, the consideration of the availability of data and the willingness of the hotel management to study the study of its application standards. Qualitative data from this study is an overview of the Capella Ubud, the history of the hotel, as well as reports from interviews regarding the application of Food and Beverage service standards to guests at the Capella Ubud during the Covid-19 pandemic (Sugiyono, 2015). Quantitative data for example is data from guest comments relating to the implementation of Food and Beverage service standards for guests at the Capella Ubud, and guest comments about the Capella Ubud on tripadvisor (Sugiyono, 2015).

The primary data used in this study is data from interviews regarding the application of Food and Beverage service standards to guests at the Capella Ubud during the Covid-19 pandemic (Utama & Mahadewi, 2012: 82). Secondary data in this study are guest comments from guests who enjoy services at Capella Ubud, data on the level of guest visits to Capella Ubud, organizational structure, company history, information from reference books, and other sources related to this research (Utama & Mahadewi, 2012: 82). The method of determining the sample that the author uses is purposive sampling. Sugiyono (2012) explains that purposive sampling is a sampling technique with certain considerations.

This study uses a mix method, namely descriptive qualitative analysis and descriptive statistics. Qualitative research is research where the researcher is placed as a key instrument, data collection techniques are carried out in combination and data analysis is inductive (Sugiono, 2010: 9). This study uses qualitative descriptive analysis techniques to describe the results of interviews and guest comments. Guest comments used as

secondary data in this study were taken through the official Tripadvisor website using a score range of 1-5 as an assessment. From the guest comment data, it can be calculated by calculating the average percentage of each service indicator in food and beverage using Microsoft Excel 2016 which is then concluded.

FINDINGS

In this study, we will discuss the application of food and beverage service standards during the Covid-19 pandemic based on the location, namely In Tent Dining, Api Jiwa Restaurant, and Mads Lange Restaurant:

In Tent Dining

The implementation of services in In Tent Dining is divided into 3 types of services, namely, IRD service (Breakfast, Lunch, Dinner), Floating Breakfast, and Romantic Dinner. The places are In Tent Dining, Api Jiwa Restaurant, and Mads Lange Restaurant:

1. IRD service (breakfast, lunch, dinner)



Figure 1. Intent dinning service
(Source: Hotel product knowledge book Capella Ubud, Bali, 2021)

The following are the standard In Room Dinning services for breakfast, lunch and dinner at the Capella Hotel Ubud, Bali:

Before starting operations, make sure that the Capella Ubud grooming standards are wearing cream shirts, green trousers, and wearing outdoor

sandals. After all the waiters/waitresses have worn uniforms according to the standards/grooming determined by the Capella Ubud, then proceed with the waiter/waitress preparing the tiffun which will be used to bring food. Next, prepare the cutleries that have been cleaned to ensure operational activities run smoothly and are safe from viruses.

The first step taken when a guest orders food via a telephone connected to the front desk is to provide a standard of service when the phone will be answered in 3 rings with an animated smile. Then give greetings and a clear voice with a good morning / afternoon / evening, thank you for calling then ask the needs such as "Good morning, thank you for calling, Ola speaking, how may I help you?". Next, the front office staff will record orders through a system called micros with details, then repeat the order details (repeat orders) from guests, then end the conversation politely, and say thank you to guests.

Guest orders will be automatically printed directly to the order taker in the kitchen. When orders are made, the service team immediately prepares the equipment that will be used to bring guest orders to the room such as: bags (back packs), cutleries, placemates, table cloths, napkins and so on which have been sterilized beforehand to ensure they are free from viruses and bacteria. for the comfort and safety of guests. When the food is finished cooking, the food will be put in a tiffun which is wrapped in organic plastic food wrap to keep the food fresh and hygienic. Before being brought to the guest, the staff will re-check the recorded order in full including the room number, time of order taking, service/delivery time and other special requests. Double-check the items listed on the bag pack and captain order before giving them to guests later.

The staff in charge of bringing food must use hand gloves, masks and bring hand sanitizer when going to the room, before entering the tent, the staff must knock on the door three times while saying "In Tent dinning service, may I enter please". After that, the staff will enter the terrace area while taking off their sandals when they reach the end of the bridge, but if it rains, open the sandals on the bottom step. Then ask the guests where the food to be served will be placed. "Good morning Mr/s....(guest name), where would you like to have your tiffan breakfast? Inside or outside?". However, if it rains, explain to

guests as follows “as it is raining outside may i set up your breakfast here? (points to living room with open palm). If guests choose outside then say “Mr/s....(guest name) allow me to enter your retreat to set up your tiffan buffet”. If guests are in the room and the door is closed, knock on the door three times while reintroducing yourself “In Retreat Dining, may i enter please?”. Then bring the bag pack and tiffun into the room and start the set up using hand gloves. Next, offer a cup of coffee or tea when you start preparing breakfast by saying “Mr/s.... (guest name), can we start you with illy coffee or tea”. once the guest finishes choosing the offer to the guest, do you want to add sugar or milk or other sweetener.

The next step is to explain to guests about the food that has been ordered. then prepare a breakfast cover then cover the living room table with a slip cloth. Prepare a table complete with cutleries used then add table accessories, namely pepper and salt. then prepare the dish, then tell the guest for clear up assistant assistance by saying, “for clear up assistant please press dial zero (0) on your phone”. Finally, thank the guests by saying, “please enjoy your breakfast / lunch / dinner and have a nice day”. The standard operational procedure for lunch and dinner is almost the same, but adjusting to the conditions at dinner, just adding wine.

2. Floating Breakfast



Figure 2. Floating breakfast
(Source: Hotel product knowledge book Capella Ubud, Bali, 2021)

Before starting operations, make sure that the Capella Ubud grooming standards are wearing cream shirts, green trousers, and wearing outdoor sandals. After all the waiters/waitresses have worn uniforms according to the grooming standards determined by the Capella Ubud, proceed with preparing the tiffin that will be used to bring food. Next, prepare the cutlery that have been cleaned to ensure operational activities run smoothly and are safe from viruses.

Guests will order floating breakfast the day before to the butler so that the F&B team can prepare the order on time. Furthermore, the service team will prepare equipment that will be used to bring guest orders to the room such as: floating trays, bags (back packs), cutlery, placemats, table cloths, napkins and so on which have been sterilized beforehand to ensure they are free from viruses and bacteria for the sake of guest comfort and safety. When the food is finished cooking, the food will be put in a tiffin which is wrapped in organic plastic food wrap, so that the food remains fresh and hygienic. Staff in charge of bringing food must use gloves, masks and bring hand sanitizer when going to the room. Before entering the room the staff had to knock on the door three times while saying "In Tent dining service, may I enter please". The staff put outdoor slippers at the end of the bridge, before entering the guest tent area. Then greeting the guests by saying "Good morning mr/mrs (guest name) my name is Olla from in tent dining, may I setup your floating breakfast directly?"

Next, start preparing a floating breakfast above the pool, but before that, use hand sanitizer to keep your hands hygienic. Then inform the guest that the floating breakfast is ready by saying "Mr/mrs (guest name) your floating breakfast is about ready, allow me to explain about a food that's you order". Next, put the floating breakfast on the water and explain to guests how to ask the staff for clear up by saying "For the clear up assistant please call 0 on your phone number". Farewell to guests before leaving the room "please enjoy your floating breakfast"

3. Romantic Dinner



Figure 3. Romantic dinner
(Source: Hotel product knowledge book Capella Ubud, Bali, 2021)

Before starting operations, make sure that the Capella Ubud grooming standards are wearing cream shirts, green trousers, and wearing outdoor sandals. After all the waiters/waitresses have worn uniforms according to the grooming standards determined by the Capella Ubud, proceed with preparing the tiffun that will be used to bring food. Next, prepare the cutleries that have been cleaned to ensure operational activities run smoothly and are safe from viruses.

Guests will order a romantic dinner through the butler or directly call the front desk. Then the Food and Beverage team will prepare equipment that will be set up in the tent such as: food raw materials, drinks, cooking utensils, cutleries, placemates, table cloths, napkins and so on which have been sterilized beforehand to ensure free from viruses and bacteria for convenience and guest safety.

After arriving at the tent, the Food and Beverage team will immediately set up a Romantic dinner. The romantic dinner set up is done in front of the tent, but before that, use hand sanitizer to your hands to keep your hands hygienic to ensure the comfort and safety of guests. When the preparation is complete, call the guests and direct them to sit at a table that has been decorated in such a way. then welcoming guests by saying “good evening mr/mrs (guest name) my name is olla, thank you for joining us in this special evening, about your dinner tonight will be six course menus where every course we serve

individual and the chef in cas tonight please to introduce he is the chef (adjust). He will prepare your food directly here, well may start your dinner with still or sparkling water? In case you need additional drink please explore our drink list.

First serving welcome bread to guests, then serving canapés and check guest satisfaction. Next, the first serving course is in accordance with the order and explains the food to the guests. Repeat until the 5th course (food). Next, clear up the food that has been enjoyed by the guest before serving the next meal.

Offer coffee or tea "To complete your dinner would you like to have coffee or tea before/after your dessert". Serving dessert then check over all satisfaction farewell to guests before leaving the room "please enjoy your romantic dinner".

Api Jiwa Restaurant



Figure 4. Api Jiwa Restaurant 2021
(Source: Hotel product knowledge book Capella Ubud, Bali)

Implementation of Food and Beverage Service Standards at Api Jiwa restaurant. Api Jiwa restaurant is only open on Saturdays and Sundays specifically for dinner during the Covid-19 pandemic. Guests will call the front desk to book dinner at Api Jiwa Restaurant. The F&B team will set up Api Jiwa Restaurant and sterilize the restaurant area with disinfectant to ensure the safety and comfort of guests to avoid viruses and bacteria.

When guests arrive at the restaurant area the staff will welcome guests by saying "good evening mr/mrs (guest name) welcome to Api Jiwa we have

prepared a nice table for you, allow me to escorting you to the table. All FOH members will greet guests who enter the venue within 1 minute with a smile and gentle demeanor, using a luxurious and unobtrusive professional manner as the server.

In escorting guests, the steps that need to be taken offer assistance to guests "Allow me to escort you for a seat", if the guest has visited before, offer a seat in the previous place. Pay attention to guests when sitting guests, try to make the women always come first then the men. Next, direct guests to open napkins by themselves because during the pandemic season, unfolding napkins do not apply at this time. Then explain the concept of Api Jiwa Restaurant using Asian street BBQ and introduce the chef to guests, then the chef will explain the menu at BBQ. Then offer a welcome drink and sparkling water.

Offer the menu to guests, in the case of a male and female party - women should always be greeted first . "Please to explore our beverage list (pointed with open palm), have a great experience"?. In this case, when guests read the menu, the task of a waiter/waitress is to offer ongoing drink promos. If the employee buffet has to offer a buffet orientation, offer guests our signature coffee, tea or juice within one minute after the guest is seated, offer all kinds of drinks on sale. Bidding farewell "Sir or Mrs....(guest name), thank you for joining us, we are waiting for your return, good morning". Then clean the table with disinfectant

Offer coffee or tea "To complete your dinner would you like to have coffee or tea before/after your dessert". Serving dessert then Take guest orders for a la carte "have you look our menu, are you ready to order?". Ask if food is served on a special request and tell when it's ready to be served (cold dishes are served in 7 minutes, while hot dishes are served in 10 minutes, unless otherwise advised by the server). Servers must not refuse a guest's request without offering a suitable alternative. Repeat the guest order after the guest mentions the order item.

Hot food and drinks when served must be hot, cold food & drinks refrigerated coffee/tea/juice refills to be offered within 1 minute and served within 5 minutes. Offer "Is there anything else?" help. Dishes must be cleaned within 5 minutes after guests finish their meal or as required during the meal.

Do a check over all satisfaction farewell to guests before leaving the room "please enjoy your romantic dinner".

Mads Lange Restaurant



Figure 5. Mad Lange Restaurant
(Source: Hotel product knowledge book Capella Ubud, Bali, 2021)

The implementation of services at Mads Lange Restaurant is divided into 2 types of services, those are breakfast service (only for in-house guests) and lunch & dinner service.

1. Breakfast

The following is an explanation of the breakfast service standards at Mads Lange Restaurant as follows:

All FOH members to greet guests who enter the venue within 1 minute with a smile and gentle demeanor in a luxurious and unobtrusive professional manner. If there is no reservation "Om Swastiastu, good morning Mr/s...(guest name), welcome to Mads Lange, , thank you for joining us". If the guest has to wait, direct the guest to the camp fire and give an estimated waiting time of approximately 5 minutes "Mr..., apologize to inform at the moment all the table is occupied, would you mind to relax at our camp fire? Your table will be ready aproximately in 5 minutes".

Escort guests and explain different seating options, additionally ask if guests have seating preferences by saying. "allow me to escort you to a table, we have upper deck, lower and terrace". If the guest has visited, offer the preferred seat from the last visit (if available). Place guests on the table that

has been provided then direct guests to unfold their own napkins due to the Covid-19 pandemic and then remove the cover directly.

Explain to guests the breakfast concept found at Mads Lange Restaurant. Offering menus to guests in male and female parties must always be served first. "Would you prefer to scan our barcode menu or Print Off Menu"? then introduce yourself by saying "my name is.... (your name), I'll be your restaurant ambassador" then ask How do I call you (asked when not ensure with guest name) if allowed say "Mr/s.. (guest name) as this is your first time breakfast allow me to explain our breakfast experience, we provide a'la carte menu where you can order as much as you like from the menu selections."

In the case of a buffet, employees must offer a buffet orientation, offering guests coffee, tea or specialty juices within 1 minute after guests are seated by saying "Mr/s...(guest name) can we start you with a cup of coffee, tea or juice?" If guests choose coffee, offer them by saying "Our single origin espresso-based coffee or our signature breakfast plunger coffee which is fermented bean, high in caffeine?"

If the guest chooses tea, offer it by saying "We have a list of organic Indonesian teas on the menu" (open palm gesture to the selection) If juice is selected then say "We have our daily mixes if you would like to try or if you have a preference let me accommodate." (open palm gesture to the selection). Next provide information coffee/tea & juice will be served within 5 minutes. after that order Offer tropical fruit and cookies & daily bread by saying "May I start your breakfast with our tropical mixed fruit bowl and our homemade pastries&bakeries? (Describe the cakes & breads available today. Then clearly record the guest's drink order, fruit & bread and bring it directly to the system. Ask if the guest has any allergies or dietary requirements such as "May I ask is there any allergic or dietary requirement?" The drink runner will go to the guest table to offer infused water and then serve it with the order of the guest's coffee or tea drink then place sugar near the guest when serving coffee/tea.

If a guest wants to order a la carte by saying "Mr/s ... (guest name), have you had a chance to have a look our menu or may I assist you?". Then repeat the guest's order by repeating immediately after the guest mentions the order item. In addition, ask if there is a special request. If all dishes have been

served ask “Mr/s ... (guest name) how did you enjoy your breakfast? is everything to your satisfaction? for cleaning standards, dishes must be cleaned within five minutes of guests finishing their meals or as needed during meals.

2. Lunch and Dinner

The following is explanations of the standard lunch and dinner service at Mads Lange Restaurant. All FOH members to greet guests who enter the venue within 1 minute with a smile and gentle demeanor in a luxurious and unobtrusive professional manner. If there is no reservation “Om Swastiastu, good afternoon/evening, welcome to Mads Lange , so you're joining us for lunch/dinner? " if a guest comes with a reservation say “Om Swastiastu, good afternoon/evening Mr/s ... (guest name), welcome to Mads Lange, table for (if there is a reservation), correct? we have prepared nice table for you”

If the guest is required to wait, direct the guest to the camp fire and give the guest an estimated waiting time of approximately 5 minutes by saying "Mr..., apologize to inform at the moment all the table is occupied, would you mind to relax at our camp fire? Your table will be ready aproximately in 5 minutes.

Interpret the guest and explain the different seating options, and ask if the guest has a seating preference by saying. “allow me to escort you to a table, we have upper deck, lower and terrace”. If the guest has visited, offer the preferred seat from the last visit (if available). Place guests on the table that has been provided then direct guests to unfold their own napkins due to the Covid-19 pandemic and then remove the cover directly.

Offer menus to guests in male and female parties must always be served first then introduce yourself by saying "my name is.... (your name), I'll be your restaurant ambassador" then ask how I call you (asked when not ensure with guest names). Then explain the menu to guests, for example “Our signature dish is Balinese Rijstaffell, it is (item description), please explore the menu and let us know for an assistance?”.

Next, offer a bottle of water or soft drink to guests by saying “Mr/s ... (Guest name) can we start your lunch/dinner with a bottle of still or sparkling water? Would you take ice and lime on the side? Or offer other drinks like “We

have our best Moscow in bali cocktail for aperitif consist of, would you care to try?"

If a guest wants to order, clearly record the guest's drink order and install it directly on the system. Inform that drinks will be served as soon as possible. If the food is ready to serve by adjusting the cutlery. Do upselling additional drinks, then clear up if the dish has run out after 5 minutes. After guests finish enjoying the dish, do crumbing down and offer dessert (dessert), also offer coffee or tea "Madam/madam ... (guest name) can we complete your lunch/dinner with a cup of our Balinese coffee or tea?" put the dessert menu on the table saying "enjoy your dessert". Check guest satisfaction before leaving, and billing will immediately close to the guest room without asking for a signature. Do a bidding farewell "thank you for coming us, and don't forget to come back again, Good afternoon". Then proceed with cleaning the table with disinfectant and rearranging the table.

Guest Satisfaction with the Implementation of Service Standards during the Covid-19 Pandemic

In this study, we will discuss guest satisfaction with the implementation of Food & Beverage Service based on guest comments provided by Capella Ubud on Tripadvisor.

Table 2. Guest Comment Indicator

Indicator	Satisfaction					Total
	1	2	3	4	5	
Location				23	20	43
				(53,49)	(46,51)	(100)
Service				17	26	43
				(39,53)	(60,46)	(100)
Cleanlinness				25	18	43
				(58,14)	(41,86)	(100)
Average				65	64	129
				(151,16)	(148,84)	(300)

(Source: Tripadvisor Capella Ubud, 2020).

From Table 2 (guest comment indicators), it can be seen that the three indicators of location, service and cleanliness enter excellent service with four and five stars on tripadvisor Capella Ubud. Judging from the standard of service applied by the Capella Ubud, this hotel has received praise from guests who stay. Reinforced by the results of interviews show the following:

1. Location

The location of the Capella Ubud is very strategic and unique because it contains the concept of a rain forest which gives a very comfortable and peaceful impression in the midst of a pandemic situation so as to provide added value to guests during their stay. Seen from table 2. guest comments received four stars with an average value of 53.49, and five stars with an average of 46.51 which was fairly good in the Location indicator, many of which gave positive comments in the attachments of 2 guest comments.

2. Service

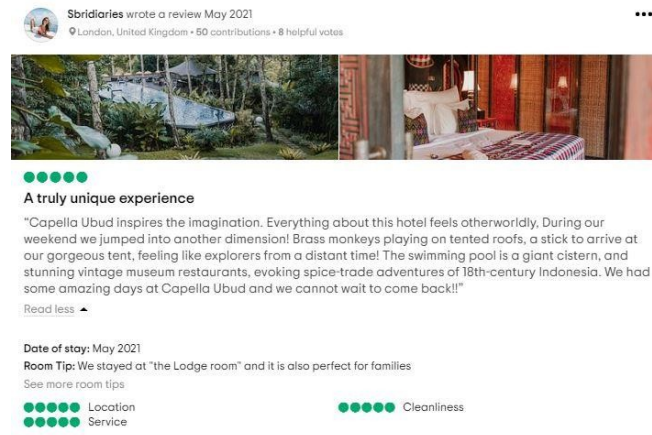


Figure 6. Guest comment
(Source: Tripadvisor, 2021)

With all the implementation of existing standard operating procedures, the services provided are more structured and well-organized without compromising the quality of service. Seen from table 2. guest comments get 4 stars with an average value of 39.53, and 5 stars with an average of 60.46 which is considered "excellent service" from the guest comment rating in the Service indicator in appendix 2 guest comments.

Excellence Service in hotels is a form of good service to hotel guests in order to get satisfaction when they use hotel services. The good services provided by the hotel will provide more value not only for the hotel but also have a positive impact on the guests. As a reinforcement, there are services are carried out at the Capella Hotel Ubud.

(1) Acknowledgment and greet guests is acknowledging or knowing information from guests such as guest names and greeting guests who come to the Capella Ubud to have lunch or dinner. Acknowledge and greet guests are usually carried out by waiters and waitresses /hostesses.

(2) Guest seats All employees of Capella Ubud, who apply standard operating procedures regarding guest seats in each of their operations, apply standard health protocols.

(3) Offer hand bag stand implemented by the employees of Capella Ubud, by always offering assistance.

(4) Hand wash in operation at Capella Ubud is a celebration or welcome for guests who want to have lunch or dinner at the restaurant. Staying guests will feel like Kings and Queens.

(5) Present drink and wine list in its application is to notify or explain the list of drinks that contain alcohol or those that do not contain alcohol to guests.

(6) Present food menu is an activity that explains the list of foods to guests.

(7) Take food order and special request, after doing the present food menu, the employees of the Capella Ubud Restaurant take food orders and special requests which are activities to take guest food orders and ask if the guest has allergies to the food ingredients that have been ordered.

(8) Serve drinks are carried out before butter dipping is given to guests.

(9) Serve bread is offered before entrees are served. The types of bread offered are: Sourdough, Vocasia with mushroom, plain budget, breos with ham, breos with black olive and krispy lapos. The application of serve bread is always carried out during lunch or dinner operations at the Capella Ubud Restaurant.

(10) Double check, The application of standard operating procedures regarding the double check is an activity to re-assure guest orders to the kitchen, so that orders made by the kitchen are in accordance with guest

orders so that guests do not feel disappointed (complaint) with the food service provided by the employees of the Capella Ubud Restaurant.

(11) Adjusting cutlery is carried out before the food is served, which aims to adjust the type of food to the cutlery used, so that guests can more easily enjoy the dishes they want or order.

(12) Serve and clear appetizer, After adjusting cutlery or adjusting cutlery to the food, the employee will serve the appetizer or appetizer, and take the dirty plate left over from the appetizer.

(13) The set up of sorbet and main course cutlery was carried out after the employees cleared up the appetizer. The set up of sorbet and main course cutlery is an activity to adjust cutlery according to the dish to be served.

(14) Serve and clear sorbet is carried out after adjusting the cutlery according to the dish. Napkin is a food that has a texture that resembles ice cream, but napkins are made from fresh fruit that is mashed and placed in the freezer so that it resembles ice cream.

(15) Serve and clear main course, The implementation of standard operating procedures regarding the serve and clear main course implemented by the employees of the Capella Ubud restaurant shows that all of them are fully implemented in implementing standard operating procedures.

(16) Crumb the table is an activity to clean cutlery and clean up leftover food on the table after the main course.

(17) Present dessert is an activity that explains the dessert menu owned by the Capella Ubud Restaurant.

(18) Take dessert orders are carried out after employees explain the dessert list to guests.

(19) Ask for tea or coffee is carried out after the dessert is served. for drinks companion guests chat in the restaurant.

(20) Present bill is to explain the dishes that have been ordered and include the price on the bill, so that guests can find out that the dishes that have been ordered have been calculated by the cashier.

(21) clear table, Implementation of standard operating procedures regarding clear tables applied by restaurant employees with disinfectants.

3. Cleanliness



Figure 7. Health protocol
(Source: Hotel product knowledge book Capella Ubud, Bali, 2021)

The requirement for the operation of the hotel is that it must comply with health protocols that ensure that all visiting guests are safe from the Covid-19 disease. To ensure guests' trust that the Capella Ubud adheres to strict health protocols, as evidenced by hotels that have met CHSE certification, and a new era of living. CHSE Certification is the process of granting certificates to Tourism Businesses, Tourism Destinations, and other Tourism Products to provide guarantees to tourists for the implementation of hygiene, health, safety, and environmental sustainability. In table 2, guest comments get 4 stars with an average value of 58.14, and 5 stars with an average of 41.86 which is fairly good in implementing health protocols from guest comment assessments in the Cleanliness indicator.

Based on the results of the overall average guest comments on the implementation of Service Standards at the Capella Hotel Restaurant, Ubud, Bali, with indicators of location, service and cleanliness, they received very good comments as seen from table 2. There were few suggestions given by visiting guests. On the location indicator there is a suggestion to increase the lighting in the hotel area which is less bright. On the cleanliness indicator, there are suggestions, namely the number of mosquitoes in the hotel area that carries the jungle concept for fogging.

CONCLUSION

CHSE service standards greatly affect the comfort and safety of guests enjoying dishes at the Capella Hotel Ubud, Bali during the Covid-19 Pandemic, and this can be proven by the positive comments of guests, as well as the authors' experience during the field work practice. Implementation of service standards for food and beverage service employees at the Capella Ubud Restaurant based on the results of guest comments on the location, service and cleanliness indicators obtained customer satisfaction with an average of 4 stars getting 151.16 and 5 stars getting 148.84 which shows that the standard of service at Capella Ubud is very good.

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