











- Cutlery, glassware and plates for customer healthcare cleaned at the table side (or brought to the table packed).
- Removal of salt and chili shakers and supply either in packages or on request
- Table coverings removed over meal plates
- Pay-at-table features to prevent credit card transactions to a cloud
- Offer e-receipts instead of print
- Digital menu platforms or anti-microbial screen tablets, instead of paper menus

Although the end date for such emergency initiatives remains uncertain, restaurants will start taking action through the closure to adapt to the "new normal" and plan to remain ready when the US recovers from this crisis.

## 2. Technology

It has been a while since the restaurants are trying to adapt technology in every facet of their services. We have already seen the use of robots, kiosks, drones, etc in the food industry. However, the device more useful than ever before in the restaurant industry during COVID-19 is - thermal health checks at the entrance of the guests and staff. Hotels and restaurants do their employees a quick health check as they return to work. Just as the airports and hospitals are performing, we might expect employers to provide nervous employee masks as well as checking temperatures as employee's clock in. Time Clocks would be able to take a temperature and by any biometric means as part of the clocking phase, including the potential to warn the manager not to clock in with a high temperature.

The COVID-19 outcome would result in technical changes, mainly based on 'contactless' or 'less-contact' technologies, having an integral role in reshaping market and consumer behavior.

Some of the more progressive restaurant brands have been preaching for many years the importance of visibility of the supply chain and the ability to track products literally from farm to back door to plate. The infrastructure to do so exists, but it has frightened away all but the most cautious of deployment and start-up times and costs to do so. The goal and the promise of the GS1 initiative is to provide a common "language" and method for tracking and reporting on all products from their point of creation (or growth) to the production facility, to the warehouse, to the broad liner, and finally to the restaurant. Through labeling each container with a special code (GTIN), in case a foodborne disease is detected in a drug, we will practically be able to trace down to the farmer or even the field. Today, the technology exists; it actually takes tremendous cooperation from food service operators and distributors to decide to comply with requirements, customize their devices to accommodate GTIN quantities, and launch them.

These are some of the restaurant technologies that could intensify in a post-COVID-19 environment.

- **Online food ordering is a necessity and will be stable for an indefinite period**

Since online ordering services have been influential in stopping many restaurants from shutting down, beginning here makes sense. Regardless of the design of the venue, establishments that did not have this product until had to change their market models immediately to sell delivery facilities, whether a fast-casual or fine dining. Several QSRs have had to go on a recruiting binge after the shutdown to meet a huge amount of customers' online requests. This pattern would just go steady, if not see an upsurge,

because after the COVID-19 epidemic consumers would already be more careful about dining out in crowded areas.

- **Tech-based Supply Systems**

With the fast-growing online restaurant delivery segment, developments in modern distribution technologies should also be made targeted at cheaper, more efficient and better hygienic activities. During the current outbreak, we have seen how drones and robots are being used to deliver medical supplies in healthcare environments, since the sudden pandemic has led to companies working on these technologies speeding up their tests. Chinese startup Pony.ai has recently unveiled a logistics program using automated cars in California. Sooner or expected, restaurants too will catch up on these distribution innovations.

- **Contactless and Cashless drive-thru**

The goal of most restaurant businesses in the future would be to eliminate human activity as far as possible. This suggests the cashier-less drive-thrus might be a real alternative. This hybrid system would involve several innovations, including profound research, perception strategies, cameras and sensors that will operate in unison to accept requests, collect purchases, and deliveries. In March 2020, Amazon has already confirmed it would carry out its 'Only Step Out' cashier-less mobile checkout systems to other stores. Similar technology could be developed for drive-thrus restaurants as well.

- **Touchless Food**

Public distancing would be brought to a whole new stage when restaurants are expected to implement contactless dining services intended to eliminate touch with employees and customers. These technologies might mean the end of physical menus, one of a restaurant's germiest surfaces, especially plastic menus. Proof exists the traces of E. Coli, S. One can find aureus (staph) on the menus, as these germs are passed from hand to hand. Instead, emerging technology might enable clients to access their own phones or tablets via menus, position an order directly from those apps, and even make payments.

- **More technology-based ways to pay online**

This takes us to the growing proliferation of modern payment systems that remove all cash and card purchases in order to restrict surface interaction. A report in the Time magazine brought out the dirty side of the currency, very simply, showing that banknotes can hold everything from marijuana to fecal matter and that a live flu virus would survive up to 17 days on its surface. Although electronic payments such as Apple Pay, Google Pay, etc., and even cryptocurrencies, have already gained ground, particularly among the younger generation, further developments are highly probable in this field.

- **Use of anti-microbial screens and instruments**

Studies have shown that only touch screen menus bear contagious germs, in comparison to traditional menus. Restaurants around there are many other apps that include touch-solutions and POS equipment. Yet as we step towards an environment where the rule is minimal touch, restaurants would be required to adopt anti-microbial screens and apps. There are organizations who have already developed these pathogen resistance techniques and in the coming days, this will rapidly gain momentum.

- **Rise of companies with clean technology**

COVID-19 is a zoonotic disease and is reported to have spread from animal to human consumption via feed. In the aftermath of this pandemic, as a safer alternative, consumers would increasingly turn towards plant-based foods, propelling sustainable technology

firms. Plant-based protein to clean meat was still being celebrated as the 2020 theme, but work on these meat substitutes is expected to expedite after the coronavirus outbreak. Restaurants, on the other side, are now eager to introduce more healthy meat to their selection.

- **Mobile applications for hygiene and sterilization**

This outbreak has made restaurant operators top priority in terms of hygiene and sanitation. New technology for introducing and monitoring robust sanitization procedures, whether in front of the building, back of the building or through distribution phases, will soon be making a grand entry into the restaurant industry. Top universities and tech firms are also working to develop applications to help monitor the transmission of contagious diseases, which can also be beneficial for companies.

It can be tricky for all companies to move forward during the COVID-19 pandemic. The restaurants must be highly receptive to their customers' preferences and concerns. Adopting strict hygiene practices and investing in the right equipment will help the restaurant keep ahead of the curve and get back their beloved clients to the table

**3. Human resources:**

For more than five decades, the effect COVID-19 has made on small and large companies is something that has rarely been experienced before. America's closing has effectively set a stop on activity in the hospitality sector. It has pushed other organizations to adopt plans for the work from home (WFH). Historical histories of jobless claims have rendered it a daunting task to manage human resources. The Trump Administration lifted the travel alert to "level 4" on January 30, and the travel ban came into force on February 2nd in the US with inbound travelers from China flying within 14 days (Corkery & Karni, 2020). Instead came new transportation controls, representing a significant change in the global economy. On March 18, Marriott announced it had begun the process of furloughing tens of thousands of associates (Karmin, 2020). On March 17th Hilton announced it would close most of their hotels (Ollila, 2020; Reigler, 2020). This prompted the eventual closing of several of the hotels when governments, states and municipal authorities imposed new public safety advisories.

The unemployment reports have soared with the major closings in the service sector. On 9 April, the week-end survey ending 4 April 2020 had 6.6 million initial claims (adjusted for seasonality) (Labor Agency, 2020). This was a decline of 261,000 claims, with 6.8 million adjusted claims compared to the week before (Labor Department, 2020).

The total claims over the last three weeks are over 16 million. Comparing such figures to the 151 million workers actually reported in the last monthly jobs survey, this implies that in three weeks the U.S. lost 10 percent of the population (Franck & Schoen, 2020).

The biggest segment of the economy that has experienced work cuts, diving deep into the unemployment statistics, falls from recreation and hospitality.

An analysis undertaken by Oxford Economics breaks down the state-by - state employment loss in the lodging sector, predicting an estimated 44 per cent work loss (American Hotel & Lodging Group, 2020; Asmelash & Cooper, 2020).

This is the time when training the employees come into play. When this situation comes to an end, we will need to get back soon. So this time is to train and educate the team on the skills it will need. Of starters, sales management may continue to develop partnerships with companies and not 'offer' – often new sales management will be more of an order-taker, not having served through the 2008-2009 financial crisis or the 9/11



terror attacks. The HR can also offer educational courses online as a tool to hold staff involved.

Here are a few ways to maintain social distancing in the workplace:

- Staggered work shift
- Limit number of employees in break rooms, restrooms, meeting rooms, etc.
- Increase physical space between employees at the worksite
- Implementation of flexible meeting and travel options (e.g., postpone non-essential meetings or events)
- Deliver services remotely (e.g., phone, video, or web)
- Deliver products through curbside pick-up or delivery

So, HR and learning leaders can utilize this time to formulate a complete inventory of their learning offerings by type of delivery and to focus on how virtual learning is optimized. The first move in many situations is to initiate some form of governance feature, mostly a cross-functional team made up of members from HR business associates, organizational development representatives, IT and development implementation associates. When part of a wider post-COVID-19 initiative, this unit will also collaborate alongside the larger Business Continuity unit at the organization to develop preparation and HR strategies based on maintaining a healthy workforce.

#### 4. **Financial Performance:**

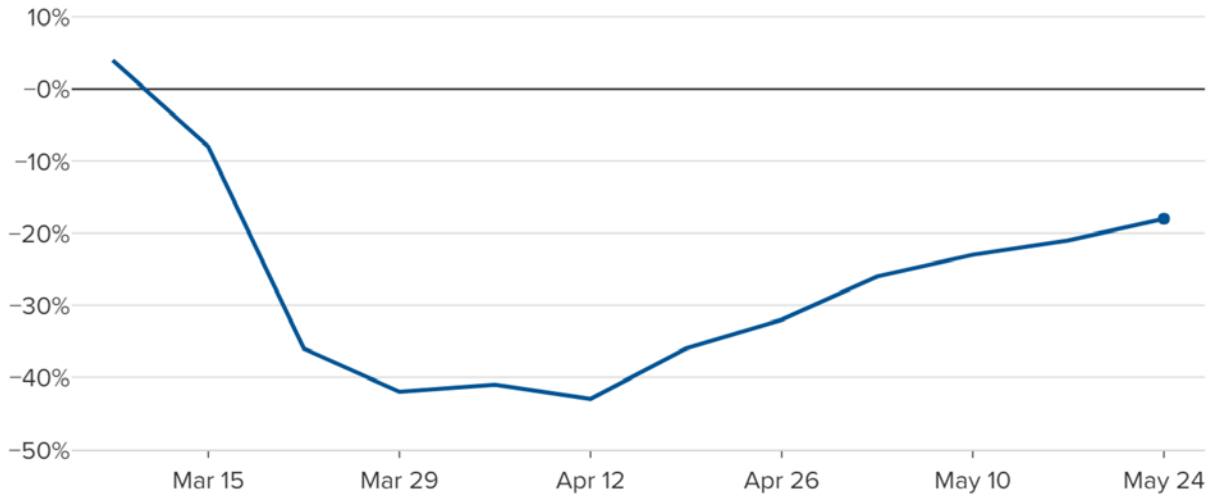
U.S. restaurants are spinning from COVID-19 impact. A day, in reaction to the outbreak, many local and state officials shutter bars and restaurants to dine-in customers. At least 25 states have ordered closures as of this writing (March 25). However, most restaurants will still serve food through take-out, delivery, or drive-through. This helps eateries to retain certain sales thus helping to curb COVID-19 distribution.

A new survey of the Virginia Restaurant, Lodging & Travel Association conducted by Lindsey Kennett (2020) shows widespread and immense financial damage due to COVID-19. The study reports that the restaurant and food service companies in Virginia have suffered \$1.3 billion in revenue in April alone. Eric Terry, President of the Virginia Restaurant, Lodging & Travel Association, said it's an unprecedented downward trend across the Commonwealth. He added that "We've never seen this kind of impact on the restaurant industry, even in 9/11 and all the other things, and you know, probably never see it again," The association also released a nationwide effects study of the restaurant sector and discovered that 237,000 workers have either been laid off or furloughed, suggesting three out of four jobs are gone.

The following charts will illustrate the comparison of Pre-COVID, During COVID and recovery stage of the restaurants from the damage caused by COVID-19:

## Overall restaurant transactions

Compared to the same period last year



SOURCE: NPD Group's Crest Performance Alerts, which use geo-tracking data for 70 quick service, fast casual, midscale and casual dining chains.

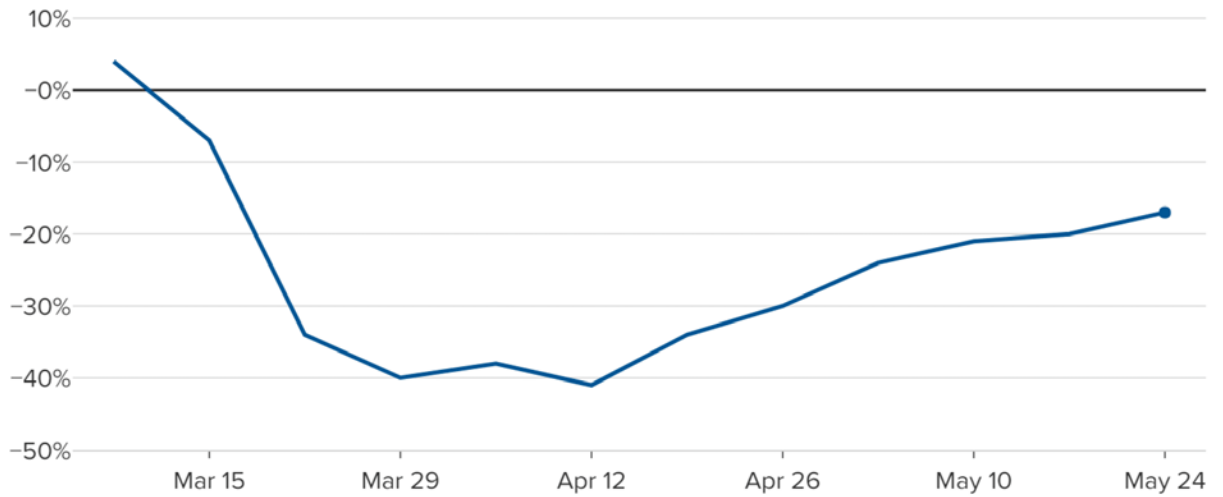
*Figure 1: Overall Restaurant transactions*

As states around the world revive their markets, following stay-at-home mandates, the restaurant sector is displaying signs of growth, and social distancing initiatives led profits to plunge. The NPD Company, which monitors transactions for 70 fast-service, fast-casual, and full-service restaurant chains, reported that transactions declined just 18 percent over the week ended May 24. During the week ending 12 April, restaurant transactions reached their nadir. On Saturday, April 11, the IRS started to deposit the first round of stimulus checks into bank accounts for Americans. The extra cash seems to have given a boost to the restaurant industry as consumers who had grown tired of cooking were looking to spend their \$1,200. Some states, such as Georgia, began allowing dining rooms to reopen by early May, despite concerns over a second wave of Covid-19 cases. The move further elevated restaurant sales especially for higher-margin items such as alcohol.

Currently the NPD Group is reporting that about 320,000 establishments in the U.S. are permitted to provide a certain amount of on-site dining. But while many restaurants are allowed to reopen their dining rooms with limited capacity, some move more slowly, out of concern for their clients and staff. On the other hand, independent restaurants have a tougher path to recovery, with as many as 30 percent never expected to reopen their gates once more.

## Quick-service restaurant transactions

Compared to the same period last year



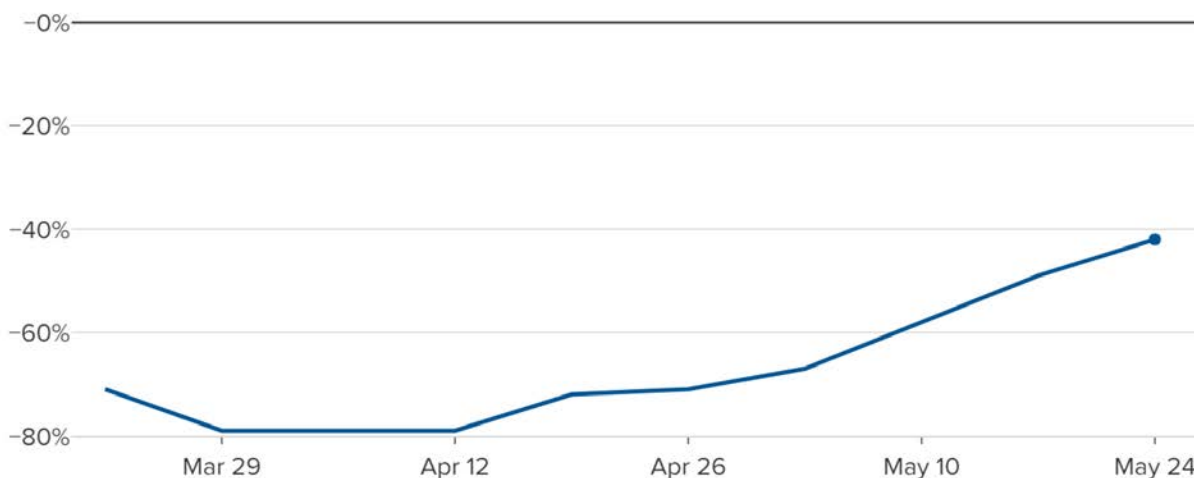
SOURCE: NPD Group's Crest Performance Alerts, which use geo-tracking data for 70 quick service, fast casual, midscale and casual dining chains.

*Figure 2: Quick-service Restaurant transactions*

Quick food outlets are the only group of restaurants that is back to pre-pandemic levels. In mid-May, the industry tracker Black Box Intelligence found that fast-food restaurants began to see positive growth in the same-store sales. Transactions fell 41 per cent at their highest point during the week of April 12. The accessibility of drive-thru lanes, which typically taken into account for about 70 per cent of pre-crisis transactions, probably helped sales of the segment during lockdowns. And fast-food restaurants are recognized for their cheap deals, which could make them more accessible to customers after the U.S. economy was upset by the pandemic. Even though revenues of the category bounce back, traffic to fast-food restaurants stays under control, suggesting shoppers spend more on restaurants like McDonald's and Yum Brands' Taco Bell during their infrequent visits. In the week ending May 24, purchases dropped by 17 percent.

## Full-service restaurant transactions

Compared to the same period last year



SOURCE: NPD Group's Crest Performance Alerts, which use geo-tracking data for 70 quick service, fast casual, midscale and casual dining chains. Data for weeks ending March 8 and March 15 not available for full-service restaurants.

*Figure 3: Full-service Restaurant transactions*

The pandemic struck restaurants full-service the worst. For the first time, closures in the dining room forced many to pivot to delivery and takeout. Others simply chose to keep their doors closed for the length of the lockdown. Transactions at full-service restaurants plummeted 79 percent for three weeks in a row between the end of March and mid-April. The transactions of the segment fell less than 70 percent during the week ended May 3, since states began rolling out stay-at-home orders. While several governors encourage consumers to return to dining rooms with reduced space, full-service restaurant purchases are still down 42 percent from the week ended May 24.

To best imagine the incredible impact of the closure, below are several of the restaurant industry shares about the:

- On March 25, Yum Brands, owning Pizza Hut, KFC, and Taco Bell, among others, announced the temporary closure of 7,000 restaurants around the globe, including 1,000 US Pizza Hut Express stores.
- Nationally the big fast food chains removed their dining rooms and switched to carryout, pickup, and drive-thru. That includes McDonald's, Wendy's, Arby's, Chick-fil-A, Chipotle, Panera Bread, Shake Shack, Subway, and Starbucks.
- D'Artagnan Foods, a premium meat manufacturer, notes that restaurants are 70 percent of its market.
- Lucas Papierniak, the supplier of seafood said, "Business has just ended" and he expects that restarting his supply chain will take three months.
- Restaurants are rated as 55 percent of their revenue by Soom Foods (tahini manufacturer and a former Forbes 30 under 30).
- As a consequence of coronavirus-related restaurant closings, farmers discarded milk and split eggs, reducing demand for their food.

- The Regional Restaurant Association reported revenue worth more than \$25 billion have already been diverted to the sector.

It continues to remain unforeseen how far that will end up taking the restaurant industry from the covid-19 downturn. Or the restaurant industry should keep the battle.

#### **5. Guest Aptitude:**

It's no mystery that the food service sector – and the hospitality business as a whole – are significantly affected by government-imposed control initiatives. But several restaurateurs have been able to change their business model and provide more versatile, pandemic-friendly dining choices for their clients. This also culminated in a rise in choices for taking-away and delivery service, not only from short food or fast-casual restaurants, but also from high-end restaurants. Some restaurants have adopted comprehensive health and safety laws to safeguard both their employees and their customers – from procurement to planning and operation. In the USA, Europe and China, food service operators such as McDonald's and Starbucks came up with contactless pick-up services in which consumers did not have to make any contact with the workers. When several foreign franchises including McDonald's, Subway, KFC and Burger King have chosen to shut stores entirely, local, regional companies have an increasing chance to fill the void. These companies are more agile and flexible because they employ fewer employees (often from the same family), and can therefore react faster to serve local customers. These customers are likely to spread the message across their surrounding people, further strengthening the excellence of these companies and establishing a loyal customer base that will probably stick around well after the dust has settled.

#### **6. Ambiance:**

Restaurants are now developing new and exciting ways to give their customers a unique eating experience, while ensuring that all social distancing guidelines are maintained. Physical evidence is one of the major service characteristics that is necessary to build customer loyalty in terms of restaurants and hotels. The customer and guests believe what they see. So to sustain in the business during this pandemic, many restaurants are trying to reflect their effort of maintaining pandemic safety rules through physical evidence. The examples of a few unique ways that the restaurants are adapting/ can adapt to win against the battle of Coronavirus are:

- Face shield, masks and gloves are seen to be used by waiters and waitresses and chefs at the restaurant to reflect safety and precautionary measures adapted by the restaurant.
- In the age of coronavirus, a Dutch restaurant called Mediamatic ETEN has come up with an idea of how to offer classy outdoor dining: small glass cabins built for two or three people, creating intimate cocoons on a public patio.
- Spanish bars and pubs have glass partitions mounted on the table to support the guests converse whilst keeping a safe and healthy distance
- People are seen eating between the plastic partitions, set up to reduce any spread of COVID-19, in Penguin Eat Shabu in Bangkok.
- Even in the developing countries, restaurants are now mandated the use of hand sanitizers at the entrances of the restaurant and general stores. The kids are now taught to use hand sanitizers as a part of their daily food routine.

7. **Revolutions:** The USA's restaurant sector confronts the arguably toughest structural challenge. While the COVID-19 shutdown decreases transmitting risk, it has also culminated in sales falling to zero, with businesses unable to find the cash to pay their workers and make rent. Maybe the pandemic only reveals the flaws that were always there. Restaurants around the world are being forced out of business. Nonetheless, many thousands that closed "temporarily" when the first lockdown instructions were issued eventually confirmed they probably couldn't afford to reopen. For example, in New York City, local institutions like the Paris Bar in Manhattan and the Lucky Strike in Soho have closed for good. So many hotels and restaurants have planned not to come back to business again.

On the other hand, there are some hotels and restaurants that have decided to transform their services. Consumers moving to small farmers for their berries, plants, and meat and dairy goods is one of the main changes. While grocery stores suffered extreme supply shortages, farms have been able to offer a constant stream of fresh goods to local shoppers.

Many local farms now offer quick-turnaround delivery or contactless collection (with impressively short lead times), which has been a major advantage for those at risk or who are quarantined at home. On the other side, grocery stores have been unable to keep up with the competition, leaving many for weeks, if at all, without an adequate distribution alternative. Thus, many restaurants have transformed their services into local grocery stores for supplying fresh foods and vegetables that are ready to cook.

### Findings & Discussions:

The findings of this paper is summarized in the following table:

Situations:	Pre- COVID -19	During- COVID -19	After COVID-19
<b>Operations:</b>			
1. Increased use of Masks and Gloves:	The use of masks was not much found among the restaurant and hotel staff, however, chefs had to wear gloves for the maintenance of hygiene protocol.	The service providers are seen putting on gloves and masks throughout the food processing and delivery time. The guests and customers are also found wearing masks and gloves.	Whether the coronavirus goes completely away through a vaccine, the experts are saying that it will still take a few more years to get back to the old normal life, without masks and gloves.
2. Maintaining 6 feet gap:	6 feet gap was not prevalent before the emergence of the coronavirus. It was neither prevalent among the customers nor among the restaurant staff.	6 feet gap and social distancing has been mandated through the emergence of COVID-19. As a result, the restaurants have increased distance between tables and/or decomposition of larger rooms in smaller parts.	New innovative ideas are constantly emerging to renovate the restaurant layouts that will provide the customers and guests to enjoy the food by maintaining strict social distancing to curb the spread of Coronavirus.
3. Use of soaps and hand-sanitizers:	Use of soaps in the toilets and washroom of every restaurants have always been very common.	The coronavirus pandemic has increased the wide use of hand sanitizers, alcohol-based hand rubs and hygiene practices like washing hands using soap for at	The use of hand rubs, soaps and hand-sanitizers are expected to be continued for an unprecedented time.

		least 20 seconds. These hygiene practices were not as strictly followed as after the emergence of COVID-19.	
<b>Technology:</b>			
1. Use of technologies:	The restaurants were trying to bring in new technological innovations into their service to attract more tech-friendly customers. We have already seen the use of robots, kiosks, drones, etc. in the food industry but the purpose was not to become contactless or cashless.	The implementation of new technologies in the food industry is now mainly because of going cashless and contactless. Thermal health checks at the entrance of the guests and staff is an appeared necessity. Online food ordering applications are getting focus. Use of anti-microbial screens and instruments are used now.	Top universities and tech firms are also working to develop applications to help monitor the transmission of contagious diseases and developing more contactless and cashless services.
2. Third-party technologies:	Uber Eats, Foodpanda, Doordash, etc. third party food delivery systems were more popularly used to deliver foods at the door of the customers.	As food delivery system is the only common way to consume food from outside, the restaurants are developing their own independent apps and services to deliver foods. That is, they are using their own channels instead of third party channels.	The restaurants will bring new and innovative ideas to deliver food. The use of drones and robots instead of motorbike deliveries can be found in future as people will prefer to go human contactless.
<b>Human Resources:</b>			
1. Percentage of Employees laid off:	A study conducted by S. Lock (2020) shows the number of employees in the restaurant industry in the United States from 2010 to 2019. The number of people employed in the U.S. restaurant industry reached 13.49 million as of May 2019.	An analysis undertaken by Oxford Economics breaks down the state-by - state employment loss in the lodging sector, predicting an estimated 44 percent has lost their work and faced job loss	More than 8 million restaurant employees across the world were laid off or furloughed. According to a National Restaurant Association analysis of economic impact of the coronavirus crisis, the entire restaurant industry is projected to sustain \$240 billion in losses by the end of 2020.
2. Training:	Before the COVID-19, training were given to the staff based on their job responsibilities. They were trained to perform jobs that they are specialized in. Such as the job of chef is to cook so he has been trained on cooking only. Whereas after the Coronavirus, chefs are required to learn	To utilize the time of closures, the restaurants are training their employees to focus on to-go and delivery opportunities, Maintain open, proactive communication with managers, Cross-train employees to help cover for others who are absent, etc.	Train the employees to form marketing strategies to promote the existent resources of the organization into some other ways. Ake the usage of social media to facilitate restaurant "reopening." Offer special items or discounts to win back customers who used to dine in.

	other skills to cope up the responsibilities of a sick partner.		
<b>Financial Performance:</b>			
1. Financial loss:	Restaurant business was not going much financial hardship before the pandemic. According to a survey conducted by the National Restaurant Association, during the first three months (Jan, Feb, Mar) of the pandemic the restaurant and food service industry probably lost nearly \$120bn in sales.	The National Restaurant Association reported that the restaurants have lost \$30 billion in March, and \$50 billion in April.	According to a National Restaurant Association study of the economic impact of the coronavirus crisis, the entire restaurant industry is forecast to sustain \$240 billion in losses by the end of 2020.
<b>Guests Aptitude:</b>			
1. Preferred mode of food consumption	Dine-in	Pick-up, Drive-thru and Delivery	Pick-up, Drive-thru and Delivery, Pre-booking, Occasional Dine-in
2. Percentage of the restaurant using their own delivery channel or third-party pick-up	Third-party (Uber Eats, Door dash, Grab, Seamless etc.)	Third-party and some restaurants introduced their own delivery network to cut costs.	If the preferred mode of food consumption remains limited to pick-up, drive-thru and home delivery, then the restaurants will introduce their own delivery networks, like Domino's and Pizza Hut had been doing.
<b>Ambiance:</b>			
1. Physical evidence:	Apart from food, interior and exterior décor, banners, advertisement, music, cleanliness, etc. were the physical evidence of a good restaurant.	Embedded floor marks to keep a safe and healthy distance, mandating the use of hand sanitizers at the entrances, cashless and contactless services, etc. are now more preferred by health conscious people while dining.	The sanitizers in the tables, waiters wearing gloves and masks, measuring body temperatures, using thermometers, maintaining social distance etc. will work as the basics of a hygiene and health conscious restaurant in the future.
2. Sitting arrangement:	Focus was more given to the comfort of the guests, furniture and outer ambiance, so that customers can sit next or close to each other, enjoy conversation while dining and have hospitable environment of warmth and care.	Substantial changes are brought in the outlays and sitting arrangements, such as small glass cabins built for two or three people, creating intimate cocoons on a public patio, eating between the plastic partitions, set up to reduce any spread of COVID-19 etc.	Re-enliven the dine-in atmosphere and search for quick and cost-effective improvements that might be made to "refresh" the dine-in experience before reopening.
3. Robots and touch-	The use of robot, kiosk,	The use of robots, drones,	More research and studies



free kiosks	electronic devices, etc. where limited only to perform tasks on behalf of human to reduce labor costs, save time and ensure efficiency and consistency.	kiosks, gadgets has now a more important role to play. These are now used to go touchless and human interaction free as pandemic has taught people to fear people.	are performed on how to develop robots and introduce these to small independent restaurants so that they can survive the battle of coronavirus.
<b>Revolutions:</b>			
1. Not reopening:	The restaurants used to get closed for personal crisis or inconvenience of the owners or adjacent community.	The restaurants are closed for dine-in facilities and limited only to pick-up, drive-thrus, home delivery, etc.	A study conducted by OpenTable stated that 1 in 4 restaurants won't reopen after the coronavirus pandemic. It is predicted that more than 30,000 pubs and restaurants 'may not reopen after lockdown'
2. Change in service:	Change of services was done due to the change of preference of the customers.	Many restaurants have changes their services and moved from fast-food or QSR to local grocery shops, farm-based foods, etc. to sustain in the market.	As a result to the irrecoverable financial damage caused by the COVID-19, many restaurant may not return to their old business as it will not only involve risk but also require new investment.

**Conclusion:**

The coronavirus pandemic, unparalleled in living history, is a worldwide epidemic. Not a single analyst or official in the government knows how long it will continue, nor what the actual economic impact would be. What we can say now is that the effects on both the economy and culture would last a really long time as people are afraid to meet in crowds. The reality is that the pandemic is temporary, and must go away. Nevertheless, the world will continue to prepare for the potential, as well as take action to reduce long-term coronavirus disruption and accelerate speedier recovery. These were the few ideas to help hospitality resolve the difficulties COVID-19 carries with it. However, before such fundamental measures can be implemented, it will take a while, and even longer before they show impact. Restaurants, however, have the more pressing challenge of restoring confidence.

The hotels and restaurants are exploring whether to incorporate guidelines on grooming and psychological distancing. Of starters, businesses would focus much more on home deliveries than they used to. But it does need to include creative thought. Restaurants would have to invest in contactless logistics and create different menus for the delivery. They will also need to think more innovatively about packaging, since most of the time, online delivery packaging is just an afterthought. Many however think that concepts such as "contactless eating" have little real significance in hospitality. Going to a coffee shop or restaurant is a fundamentally social experience, and though people prefer time alone, they still go to stay in a coffee shop with the crowds, that's because it's convenient to have people around you.

However, there are still many unanswered questions regarding COVID-19, including those related to its impact on global hospitality. Therefore much remains to be studied regarding COVID-19 and tourism and hospitality, and results from such studies would be especially useful if a significant new epidemic and pandemic of the disease happens in the immediate future (or

when, as forecast). Such research should also be of particular help in decision-making in the context of other crises which may still affect global hospitality industry.

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