

# **Challenges faced by speciality restaurants in Pune City to retain employees during and post COVID-19**

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## **Abstract**

This paper focuses on the challenges faced by the speciality restaurants to retain their employees. Since the first Corona infected patient was detected in March in Pune city, it has had a major impact on the restaurant industry. The lockdown has severely affected the restaurant industry across the country which provides employment to thousands of people.

The COVID-19 pandemic is likely to cut 40-50% revenue earnings in Indian organized and non organized restaurant sector in this financial year.

Restaurant business in India is estimated at 4, 23865 crore and employing more than 700,000 people according to National Restaurant Association of India.

According to the Anurag Katriar, President of NRAI (National Restaurant Association of India), layoffs in the restaurant business is inevitable as restaurants are seeing minuscule cash flow. Nearly 50 percent of the restaurants have been hit and if the lockdown continues then the situation was bound to get worst. In the restaurant business 50 percent of revenue is used to cover the fixed costs, in this situation there is zero cash inflow, due to that owners have to pay from own pocket to sustain as well as to retain the employees.

With the low demand and social distancing norms Restaurants are taking a lot of efforts to keep business afloat. This poses a huge challenge for Restaurant owners to retain the staff in this pandemic. New strategies need to be implemented for the same.

**Key words-** Layoff, COVID-19 Pandemic, Speciality Restaurant, Retention

## **INTRODUCTION -:**

The COVID-19 is a nightmare which has affected each and every industry in the world; however it has majorly affected the business of tourism and hospitality sector in very short period of time. The virus spread itself all across the world and even India could not keep them away from it. As per the advice by medical experts that isolation and lockdown are the first steps to prevent the spread of this virus. We appreciate the decision made by the Central Government to impose complete lockdown throughout the country effective from 24<sup>th</sup> March 2020 until 14<sup>th</sup> April 2020 which extended till 3<sup>rd</sup> May 2020; this has given the time to ramp up our medical facilities and plan for the future. Lockdown was imposed by keeping best interests in mind, it has had a catastrophic effect on the Indian economic growth and recession in the coming few months may well be imminent. It has a huge cascading effect on the Indian hospitality industry. All the flight and train got canceled across the country, hotel bookings have faced commemorative cancellations and it has a similar effect on the travel agents, taxi operators, restaurant, handicraft showroom etc. Hotels and restaurants across the country are now virtually closed for the last two months so with the zero revenues they have borne the huge fixed costs.

*"The challenges for the hospitality and gastronomic sector as a whole are the biggest any of us has ever witnessed since the birth of fine-dining or the modern restaurant sector," said Zorawar Kalra, managing director of Massive Restaurants, which operates eateries across India.* The COVID-19 pandemic is likely to cut 40-50% revenue earnings in Indian organized and non organized restaurant sector in this financial year. The restaurant industry is one of the largest service sectors in India, accounting for approximately 3% of India's GDP and employing 7.3 million people, according to National Restaurant Association of India, the largest industry body. The NRAI said it expects its members to lose up to \$10.5 billion in the year 2020, with more than 2 million people will lose their jobs and one in four restaurants unlikely to reopen. Restaurants are not operational and staff doesn't have option to work from home. According to the Anurag Katriar, President of NRAI (National Restaurant Association of India), layoffs in the restaurant business is unavoidable as restaurants are seeing minimal cash flow. Nearly 50 percent of the restaurants have been hit and if the lockdown continues then the situation will get worst. In the restaurant maximum revenue is utilized to cover the fixed costs, but due to current pandemic situation cash flow is zero, due to that owner has to cover up and pay all

the expenses from their own pocket to sustain as well as retain the employees. Running the restaurant have never easy task before the pandemic. Real estate costs are high and now current scenario has only worsened the situation for the restaurant operator. Consumers spending power will reduce due to which consumers would be unwilling to pay. Bengaluru based Swiggy is laying off 1100 employees. Zomato has decided cut strength by 13 per cent and 50 per cent salary deduction of employees. In this situation Indian government didn't offered much help for the struggling restaurant due to which industry's feeling of helplessness spreading strongly by this fact. *"The pandemic is having a domino effect on bars, vendor networks and food producers. By the time things normalize, we suspect that the percentage of people dining out will plummet substantially," said A.D. Singh, owner of several restaurants across India.* With low demand and all the norms restaurants are taking lots of efforts to keep business going on. This becomes a bigger challenge for the restaurant owners to retain the staff in pandemic. New strategies need to be implemented for the same. For the small scale restaurant it is very difficult to start the home deliveries, which has emerged in the many other countries. Some large hotels and chain restaurant are planning to start delivery options through the centralized kitchen with the help of social media sites or food deliver apps like Zomato ,Swiggy, food Panda, Uber eats , Dunzo and many more. We have come across the plenty of publication and articles that have discussed about the impact of COVID-19 on the travel & hospitality sector of India; however the most of the conversation restricted towards the mid-market& premium brand hotels segments of the market. However the independent / unbranded restaurant operators are generally ignored. This article primarily draws the attention to speciality restaurant that have faced the challenges face by them to retain their employee.

### **Objectives:-**

1. To study the effect of COVID-19 on HR policy of speciality restaurants in Pune City.
2. To study the perception of restaurant employees to work with the same employer post COVID-19.
3. To study the challenges faced by speciality restaurants to retain the staff in Pune City

### **Hypothesis -:**

H<sub>1</sub> – New practices adopted by speciality restaurant during COVID -19 to retain the employees.

H<sub>2</sub> – Speciality restaurant employees may not work with the same organization post COVID 19.

H<sub>3</sub> - Employers faced the challenges to retain the employees in reference to hygiene factors.

### **Literature Review -:**

According to research paper titled "Lockdown and Beyond: Impact of COVID-19 pandemic on global employment sector with special reference to India" by Joystu Dutta, Ankita Mitra, Sufia Zaman and Abhijit Mitra (May 2020) published in NUJS Journal of Regulatory Studies, India's are ready for the complete self-isolation or social distancing or lockdown at the moment because our occupational structure is not ready for it. It is battle of lives versus lives. People are struggling for survival. Countries economy is going down continuously and employments in organized and non organized sector out of control with International Labor Organization (ILO) predicting that more than 40 crore job loss in India and 200 crore job loss all over the world. Indian occupational structure is very diverse whose roots are spread deep which crumbles the citizens below poverty line. While imposing the lockdown government should be aimed at protecting the health, nutrition and psychological well being all across the country with comprehensive state support. For the prevention rapid testing in the hotspot are areas along with self isolation and quarantine is mandatory. With support of unemployed youth and health care professionals door to door screening needs to be done. Through this we can create the awareness, testing process transparent and reduce the local troubles. COVID-19 doesn't know any geographical boundaries, religion, political agenda but impacts on ever bodies' life on this planet. Together we should fight against this crises and guide the community not only in the health emergency but also to recover from the economic depression.

According to research paper titled "Demystify the Covid-19 Effect on Restaurant" by Muhammad Kashif I, Aziz-Ur-Rehman, Muhammad Kashan Javed (May 2020) published in International Journal of Medical Science in Clinical Research and Review, this disease is contagious and spread through person to person. That why people are hesitate to go out in crowded place. Probably this is the reason restaurant business is sinking. People are stuck at home due to lockdown and it is affecting restaurant and other industries as well. People are experiencing shortage of food and high price. Restrictions on the transportation are also affecting the restaurant business.

According to research paper titled "Disastrous impact of Corona virus (COVID 19) on Tourism and Hospitality Industry in India" by Dr. Amit Kumar (2020) published in the Journal of Xi'an University of Architecture & Technology, there was a major impact hospitality and tourism industry due to this pandemic, workers those are working on hourly basis are extremely affected. Marriott international is planning to give a lay off to approximately ten

thousand workers. Hilton also notified leaders borrowing a precautionary \$1.75 billion under a revolving loan to preserve money and to maintain flexibility “in light of uncertainty in the global markets”. Tourism industry is extremely affected by the outbreak of COVID-19. There is a huge impact on travel supply and demand. As per the World travel & tourism council globally 50 million jobs are at the stake. Public and private organizations of travel and tourism industry have highlighted requirement of precautionary measure need implemented as soon as possible. Also they are going to launch European Unemployment Reinsurance Scheme.

According to research paper titled “Impact of Covid-19 Pandemic on the Tourism Sector” by Ms. Manjiri D. Kalyankar, Ms. Priyanka Patil (April2020) published in the journal Purakala (UGC Care Journal), Tourist travels around world for the fun. Tourism becomes one of the reasons for the virus in large scale all over the world. If the tourist is infected with some disease it leads to the spread virus multiple times. Due to this virus tourism industry have the face the loss of \$22 billion. Occupancies in the hotels are almost zero and cannot expect the recoveries near future. In this unpredictable and uncertain situation it is very difficult to forecast for any economic development especially in the tourism sector. After the quarantine period over we can expect that the tourism sector will recover. New development plan needs to deploy and special attention to be paid for the tourism industry. Infrastructure development also required. It is necessary to refine and enhance tourism sector of India.

## **Research Methodology**

### **Methodology:-**

Total 114 employees and 33 employers form the speciality restaurants participated in the survey. The Questionnaire filled by all 114 employees and 33 owners/ managers.

**Questionnaire:** Primary data was collected through set questionnaire. There are two sets of questionnaire formed one for employees and other foremployers. A structured questionnaire consisting of multiple choice questionnaires was developed to record the perception of employees towards the restaurant industry and to understand the challenges faced by the employers to retain the employee. It also gathers the opinions of employees and employers about post COVID-19 situation.

### **Q.1.Data reporting of the questions framed for employees during Covid-19:-**

From speciality restaurants 114 employee responses were gathered. Following interpretation is of the same collected responses converted into pie diagrams for easier understanding.

#### **1. Did the restaurant paid you the salary during COVID-19?**

It has been observed from the data that 44.7% employees get paid. In the other hand 55.3% didn't get paid. Majority of the employees are from grass root level non payment of the wages will definitely affect on their survival.

#### **2. What percentag of salary you got?**

It has been observed from the data that 7.9% employees get paid 75% salary, 24.6% employees get paid 50%, 17.5% get paid 25% salary and 50% employees didn't get paid. So as per the observation maximum percentage of employees didn't get paid.

#### **3. Did the restaurant provide you food during the COVID-19?**

It has been seen from the responses that 46.5 % employees said that they get food facility from the restaurant and 53.5% didn't get food facility.

#### **4. Did the restaurant provide you accommodation during COVID-19?**

It has been observed that 44.7% employees said that they get accommodation from the restaurant and 55.3% said that they didn't get the accommodation facility. From the observation we come to know that their several employees are from the same who doesn't required the accommodation and few employees are out stationed.

#### **5. Did the restaurant provide you transportation during the COVID-19?**

Data says 22.8% employees said that they get transportation facility and 77.2% said that they didn't get the transportation facility.

**6. Did the restaurant organise any training session or awareness programs during COVID-19?**

It has been seen from the data collected 52.6% said that restaurant organizes the training & awareness program for them which was necessary to uplift their skills as well as to motivate them and keep them mentally strong in this pandemic situation and 47.5% said they didn't get any training session & awareness program. .

**7. Did you fear losing your job?**

From the data collected it has been observed that 72.8% employees have fear of losing job because entire industry shut for undeclared period of time. This has created insecurity about losing job in the employees. In the other hand 27.2% don't have any fear of losing job there might be a employees from higher position or skilled worker those don't have fear of losing the job.

**8. Would you like to work with same organization post COVID-19?**

Data says that 66.7% of employees are ready to work with same organization. In this pandemic job opportunities are very less. People are losing their jobs. Employee is thinking that instead of taking the risk of changing the job it better to continue with the same organization. And 33.3% said they will not work with the same organization.

**9. Did restaurant provide you employee insurance before COVID-19?**

From the collected data it has been observed that 74.6% employees didn't get any insurance facility form the restaurant & 25.4% employees get the insurance facility form the restaurant. Now a day it is very important to have insurance for family and ourselves. Because the medical expenses are very high and comparatively salaries are very low.

**10. Do you think of alternative career or job that you can do in the future?**

Data says that 25.4% are thinking for the alternative career or job in future. 15.8% will continue current career option & 58.8% employees are not sure about finding the alternative career or job option in future.

**11. Are you planning to switch the industry?**

This has been observed that 20.2% employees said that they will switch the industry, 43% employees said that they will continue in the same industry and 36.8% said that they are not sure to switch the industry.

**Q.2. Data reporting of the questions framed for employer during Covid-19-:**

33 employers from the speciality restaurant were responded to the questionnaire. Following interpretation is of the same collected responses converted into pie diagrams for easier understanding.

**1. How many employees you had before the COVID-19?**

**2. How many employees worked during COVID-19 at the restaurant?**

**3. How many employees will be working with you post COVID-19?**

It has been observed from the data that in 33 restaurants there were 1890 employees working before COVID-19 out of which 569 (i.e. 30.10 %) employees worked during COVID-19 and 961 (i.e. 50.84 %) will work post COVID-19.

**4. Will you retain all your staff post COVID-19?**

33.3% employers said that they will retain the employees. 15.2% will not retain the staff. 51.5% are not sure to retain the staff.

**5. Has staff perception been changed about hospitality industry?**

72.7% employer said that employee's perception has changed and 27.3% said that perception not changed.

**6. Did you pay full salary to the employees during COVID-19?**

24.2% employer said that they paid full salary to the employee and 75.8 % said they didn't pay the full salary to the employee.

**7. Would you pay arrears post COVID-19?**

6.3% employer said that they will pay the arrears, 34.4% said that they will not pay the arrears and 59.4 % said that may be they will pay the arrears. Majority of the employers are not confident to pay the arrears.

**8. Did you provide food to your employees during COVID-19?**

81.8 % employers have provided the food facility to employees during COVID-19 and 18.2 % said that they didn't provide the food facility to employees during COVID-19

**9. Did you provide accommodation to your employees during COVID-19?**

75.8 employers have provided the accommodation and 24.2 % didn't provide the accommodation.

**10. Did you provide transportation to your employees during COVID-19?**

72.7 % employers said that they didn't provide any transportation facility to the employees during COVID-19 and 27.3% employers provided the transportation facility to the employees during COVID-19

**11. Did you arrange any awareness activity like webinar or staff training session for your employees during COVID-19?**

54.5 % employers have arranged awareness activity or training session for employees and 45.5% employers didn't arrange anything for the staff.

**12. Were your employees insured before COVID-19?**

33.3% employers said that their employees were insured before COVID-19 and 66.7% said that the employees were not insured before COVID-19.

**13. Will you be hiring same staff post COVID-19?**

11. Data says 54.5% employers will hire the same staff, 6.1% employers will not retain the same staff and 39.4 % employers are not sure for retaining the same staff.

**14. Has your staffs went back to their hometown during COVID-19?**

93.9% employers said that their staff went back to their hometown & 6.1% employers said that their staff did not return to their hometown. There might be a local staff working in the restaurant.

**Data reporting of the questions framed for employer Post Covid-19:-**

**15. Will you provide transportation allowance to the employees to come back?**

21.2% employers said that they are ready to pay transportation allowance to the employees to come back. 48.5% employers are not ready to pay the allowance and 30.3% are not sure about paying the allowance to the staff.

**16. Will you provide food to the employees Post COVID-19?**

87.9% employers are ready to pay the food facility to their employees and 12.1% are not sure for providing food facility to the employees.

**17. Will you provide accommodation to the employees Post COVID-19?**

Data says 75.8% employers say that they will provide the accommodation facility to the employee. 15.2% said that they are ready to provide the accommodation facility to the employees and 9.1% are not yet sure about providing the accommodation facility.

**18. Will you provide daily transportation to the employees Post COVID-19?**

Post Covid-19 27.3% employers are ready to provide the daily transportation to the employee. 54.5% employers said that will not provide the transportation and 18.2% are not sure about providing the daily transportation.

**19. Will you arrange awareness activity and training session for the employees Post COVID-19?**

Data says post COVID-19 69.7% employers will arrange the awareness activity and training session for the employees. 15.2% employer said that they will not arrange any training session and awareness program and 15.2% employers are not sure about it.

**20. Will you provide insurance to employees post COVID-19?**

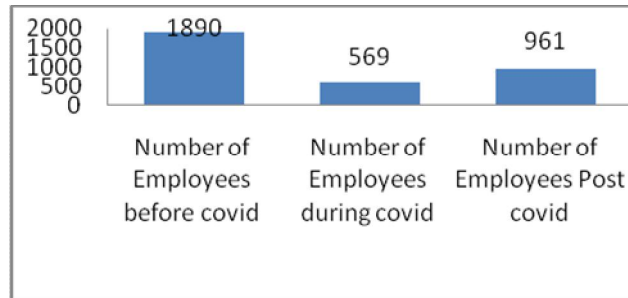
Data says only 30.3% employers say they will provide insurance to their employees. 45.5% of employers will not provide insurance and 24.2% employers are not sure that they will provide insurance or no post COVID-19.

**21. Will you be adopting any new strategies to retain the employee after the restaurant open?**

Data says 62.9 % says yes will adopt the new strategies out of which 3.7 % are saying they will pay good amount of salary, insurance and medical insurance facilities. 3.7% respondent are saying that they will implement the strategies depending on the sale and industrial trends. 3.7% said that it's very difficult in current situation to implement the strategies for the employees.

**Reporting of Findings & Observations**

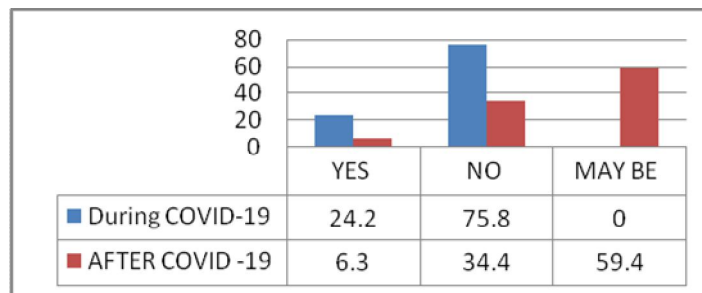
**Q.1.Employee Count :-**



(Chart- 2 Employee Count)

Data say 1890 employees were working before the COVID-19 pandemic. During the pandemic only 569 employees were working. Due to lockdown and unavailability of transportation, only 569 employees worked during the lockdown phase. After COVID-19 only 961 employees will be ready. Due to the fear of pandemic employee count is reduced up to 50.84%. This can be the major challenge for the employer to retain the employees.

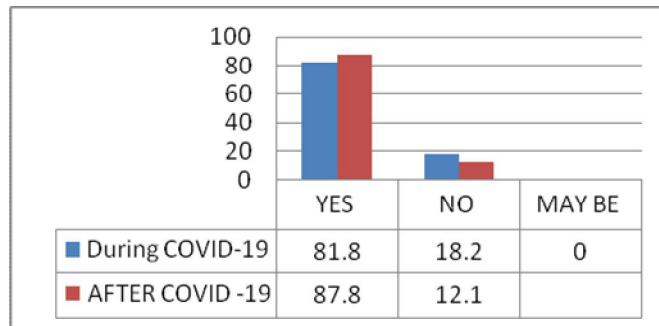
**Q.2.Salary and Arrears:-**



(Chart-3- Salary and Arrears)

As per data 24.2% employers paid the salary to their employee. During the pandemic all the restaurant industry is shut. Employers has to bear all the overhead expenses even if there is no business. Due to which 75.8% employers didn't pay any salary during pandemic. COVID-19 causes a major loss in the business and it's going to take a lot of time recover that's why 6.3% employer said that they will pay the arrears once the business come back to track and 34.4% employer said that cannot able to pay any arrears due to current situation. 59.4% employer are still sure that they can able to pay arrears or no.

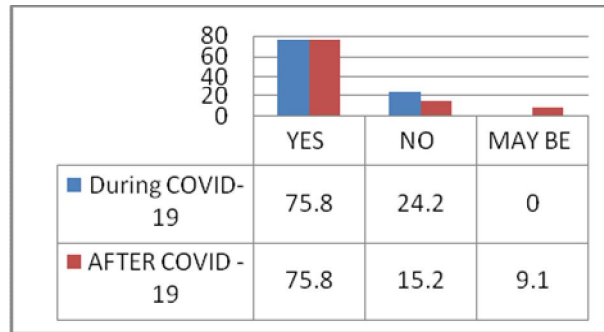
**Q.3. Food Facility :-**



(Chart -4- Food Facility)

This can be seen the data collected from the employer that 81.8% provided the food to their employees during the pandemic. Even after considering all the expense, to survive in the market and to retain the skilled staff 87.9% of employer said that they will continue providing the food to the employee. Also 18.2% employer didn't provide the food during pandemic and 12.1% employer said they cannot able to continue with the food facility due to financial reason. But the increased percentage itself self says that employers are ready to do everything to retain the employees.

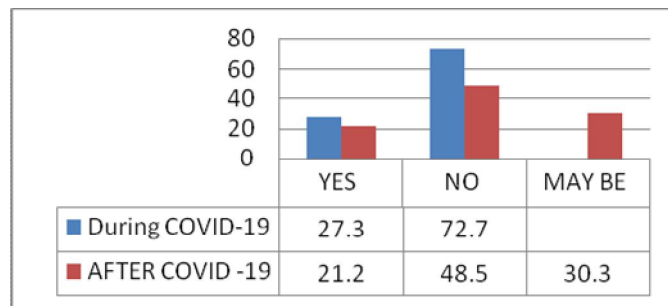
**Q.4. Accommodation**



(Chart -5- Accommodation)

Real estate and rental prices were already high even before the pandemic. During the pandemic as well by bearing the higher rental cost 75.8% employer provided the accommodation to their employees. And post COVID-19 as well 75.8% said that they are ready to provide accommodation. 24.2% didn't provide the accommodation during the pandemic. In the other hand 15.2% are not going to provide accommodation and 9.1% still not sure about providing a accommodation due to current market situation.

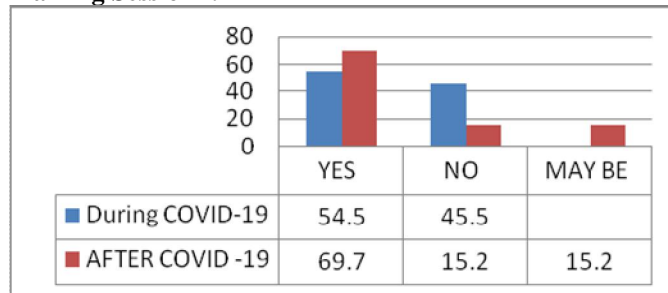
**Q.5. Transportation :-**



(Chart – 6-Transportation)

The analysis says that transportation has been provided by 27.3% employer during the pandemic. And 21.2% employers willing to provide the transportation post COVID-19. During the lockdown period all the transportation has been stop this might the reason 72.7% employer couldn't able to provide the transportation. But after the pandemic, due to heavier losses in the business during the pandemic 48.5% of employer might have decided not to provide the transportation post COVID-19.

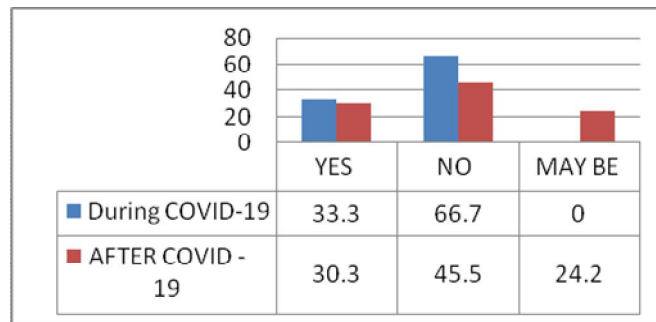
**Q.6. Awareness activity & Training Session :-**



(Chart-7- Awareness activity & Training Session)

It can be seen from comparative chart above that 54.4% employers have taken the initiative to conduct the awareness activity related to COVID-19 how to deal with the current situation and training sessions to upgrade their skills and improve the knowledge. It is been observed that percentage has been increased from 54.5% to 69.7% that means employers are willing to take a initiative for continuous implementation of awareness activities and training sessions. During the lockdown due unavailability of the equipments and zero income source 45.5% employers didn't take awareness activities and training sessions. And situation continue even after the pandemic due which 15.2% will not conduct and the awareness activity and training session and 15.2% said that they are not sure about conducting these activity.

**Q.7. Insurance:-**



(Chart -8-Insurance)

The data says that during and before COVID-19 33.3% employer said that they were having a employee insurance for the employee. And percentage has been decrease to 30.3% reason is that additional expenses cannot be bear by the employers to provide the insurance. Restaurant industry divided into organized and non organized sector so it is not mandatory to all the restaurants to provide the insurance for the employee. Also it is very difficult to survive in this pandemic situation. That's 66.7% employers didn't had insurance during the pandemic and 45.5 will not provide the insurance to reduce the overheads. 24.2% employers are still thinking to provide the insurance facility or no.

**Results and Discussions:**

**H<sub>0</sub> = New practices adopted by speciality restaurant during COVID -19to retain the employees**

**H<sub>1</sub> =New practices not adopted by speciality restaurant during COVID -19 to retain the employees**

To find out new practices adopted by speciality restaurant during COVID-19 to retain the employee following question asked will you be adopting any new strategies to retain the employees after the restaurants open? As per the responses gathered from the employers maximum number owners/ managers says that they will adopt the new strategies like; Insurance -: In current scenario medical expenses are too high that's why employers will provide the Health insurance to the employee which will cover their family as well

Welfare-: Apart from the regular benefits employer is ready to provide the additional welfare benefits which will be useful for the employee. Therefore null (H<sub>0</sub>) is accepted and alternative hypothesis (H<sub>1</sub>) has been rejected.

**H<sub>0</sub>= Employees at speciality restaurants will work with the same organization post COVID-19.**

**H<sub>2</sub>= Employees at speciality restaurants will not work with the same organization post COVID-19.**

To find out the perception of the employees to work with the same employer post COVID-19, following question was asked would like to work with the same organization post COVID-19? Data says 66.7% employees positively replied that they will work with the same organization. There for null (H<sub>0</sub>) is accepted and alternative hypothesis (H<sub>1</sub>) has been rejected.

**H<sub>0</sub>=Employers will face the challenges to retain the employees by providing hygiene factors.**

**H<sub>3</sub>= Employer will not face any challenge to retain the employees by providing hygiene factors.**

Hygiene Factor -: Herzberg's proposes the two factor theory that is motivational factors and hygiene factors. Motivational factors ( eg. award /rewards, incentives, recognition for achievement, responsibility, opportunity to do something meaningful, involvement in decision making) make people to achieve great work, where without hygiene factors ( eg. accommodation, transportation, food ,status, job security, salary, work conditions, good pay, paid insurance, vacations)it cannot be performed. Because hygiene factors are the basic need of the employee which needs to be fulfilled. To find out whether employers face the challenges to retain the employees by providing hygiene factors following questions asked,

1. Will you provide transportation allowance to the employees to come back?
2. Will you provide food to the employees Post COVID-19?
3. Will you provide accommodation to the employees Post COVID-19?
4. Will you provide daily transportation to the employees Post COVID-19?

Data says that 21.2% employers are ready to pay allowance to bring back the employees from their hometown and 27.3% employers said that they will provide the daily transportation to the employee. Whereas 87.9% employers said that they are ready to provide the food facility to their employees. About accommodation facility 75.8% of employers said that they will provide the accommodation. Therefore the null (H<sub>0</sub>) is rejected and alternative hypothesis (H<sub>1</sub>) has been accepted.

Suggestion:-

Depending on the findings the researchers have made some suggestions which will be helpful for the employers of the speciality restaurant. It can be seen that with the proper implementation of employee retention policy can help definitely help speciality restaurant employer. Employers should take their employee in confidence which help them to



motivate. Food, accommodation & transportation are the basic needs of the employee. Particularly on these things employees need to spend half of his earning. If employers decided to provide all these facilities that will definitely lead to employee satisfaction. And employees become more loyal to the company. Every individual is eager to upgrade his interpersonal skills, communication skills, organizational skills as well as his knowledge about product what he is selling. Employees are mentally and emotionally disturbed, to overcome from this thing it is very important to motivate them and keep them busy in some training sessions. For that employers need to constantly conduct training sessions for their employees. It will help the employee to perform better in the operation and use their knowledge and put more efforts to up-sell the product in the restaurant. In the current pandemic situation awareness about hygiene and sanitation is very important. If the employers conduct the awareness activity for the employees along with their family member it certainly helps them keep themselves safe from any disease. Also employee can implement the same hygiene and sanitization practices which help them to keep the guest and themselves safe and sound. In these circumstances medical expenses are very high. In the restaurant industry salaries are very low compare to the market so employees cannot afford these high medical expenses. Keep our family safe and secured is the highest priority of any employee. If employee gets the health insurance which covers his family member as well it will give a secured feeling which will definitely transfer into his performance at restaurant. Implementation of all these practices are definitely expensive but to sustain in the market and do the continuous, stable business employers need to bear this cost. Because employees are the backbone of any business without the skilled and educated manpower no employer can run the business. If the employer needs to generate the strong and sustainable business then they need to invest on the people.

**Limitation-:** Following are the limitations of this research paper

4. The research paper does not consider the psychological effect of COVID-19 on the employees.
5. The study has been carried out in Pune.
6. No financial data has been studied for this research.
7. Data has been collected only from the speciality restaurant within the Pune city.

### **Conclusion-:**

COVID-19 pandemic is the un-avoidable obstacle for the restaurant industry. Organized and non-organized restaurant sectors are going through the worst situation. Explosion of this pandemic has drawn a major hit to the hospitality sector. Major reason of the spread of this virus is movement of people and continuous contact of each other. Government is still uncertain when to reopen the industry. Even if the situation looks worst, with the help of proper precautionary major and by following the hygiene standards we will overcome with this situation. If employer wins the trust of the people then people will visit the restaurant. Employers are taking lot of efforts to retain their employees and ready to implement the new practices.

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