

ABSTRACT

This research is motivated by the large number of visitors who do not wear masks and hand sanitizers that Coffee Wagoon has provided, and some employees who do not wear masks, therefore the authors are interested in conducting research by discussing the Ministry of Tourism and Creative Economy CHSE regarding the application of health protocols in Coffee Wagoon. This research uses qualitative methods that rely on observation and documentation study. The data collection technique used in data collection is an interview technique. The results of this study can be concluded that Coffee Wagoon still has many requirements that must be met so that visitors feel safe, of the 114 points there are 61 points that have been applied, 8 points that are rarely applied, 45 points that have not been applied, and there are 12 constraints, obstacles that must be overcome immediately. Managers need to pay more attention to the importance of health protocols by providing education to employees in implementing health protocols in accordance with the standards of the Ministry of Tourism and Creative Economy CHSE.

Keyword: Health Protocols, CHSE, Coffee Wagoon