

Food Safety and Sanitary Practices of Selected Hotels in Batangas Province, Philippines: Basis of Proposed Enhancement Measures

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Abstract - *This study assessed the extent of food safety and sanitary practices of selected hotels in Batangas province as basis of proposed enhancement measures. The study utilized descriptive method to describe food safety and sanitary practices of selected hotels in Batangas province with a total of 8 hotels (256 respondents). Purposive sampling was used in the study. The questionnaires were designed using the provision of the Sanitation Code of the Philippines, validated and finalized to come up with legitimate results. The study showed that there were eight (8) hotel respondents classified as two, three, four star with considerable years of experience and adequate number of employees. The hotels demonstrated the food safety and sanitary practices always in the areas of restaurant, bar service, catering and banquet and room service. The significant pair-wise comparison for restaurant, bar service, catering and banquet and room service shows that 2 star hotels greatly differs. The researcher recommends that the management should maintain high standard of food safety and sanitary practices among its staff, upgrade the food safety and sanitary practices for food safety accreditation, continuous training of the hotel managers/employees on food safety and sanitary practices.*

Keywords – *Food safety, Sanitary practices*

INTRODUCTION

Hospitality industry is a massive industry. As one of the fastest growing industries all over the world, the growth of hospitality industry has always been tied to the expansion of different hotel businesses. There is a new interest from the public, as people travel they normally need food, lodging, hospitality service which take an interest in the quality of accommodation, catering and service they receive. The industry was not only designed to give accommodation service but also to provide a place to eat where food would be good or at least palatable--- and safe to eat [1]. Food safety is becoming a vital requirement for the hospitality industry. An effective food safety management system is essential in the sector to ensure that safe services, particularly safe food is delivered to customers. This is not just a competency to be developed but a value that should be instilled in the entire hospitality business.

In the study of Walker, there are many factors shaping the industry's future: international and

multinational influences, globalization, increasing expectations, as well as, changing patterns of leisure. Additional management skills like supervisory training, sense of urgency, accounting, sanitation and safety are also essential as the level of the professionalism rises in the twenty-first century [2].

The Philippines posted the second highest death related illness in intestinal disease. Outbreak of food borne-illness could have been prevented if there is proper training, techniques and tools necessary to protect people. Most cases of food poisoning happen in food service establishment and usually after afflicting a great number of people. The national and local government has implemented measures to address this problem. According to the Sanitation Code of the Philippines (P.D. 856.) , the rationale for its implementation is the commitment of ensuring the health of the people, being of paramount importance, all efforts of public services are directed towards the protection and promotion of health[3]. The

advancement in the field of sanitation in recent years addresses the need for updating and codifying the scattered sanitary laws to ensure that the industry is in keeping with the modern standards of sanitation.

Batangas serves as a mere jump-off point and perfect gateway to the beaches, heritage places, accommodations and festivals which is a great service to these charming places [4]. It has great variety of accommodations ranging from one to five star hotels. Cintai Coritos Garden, Lima Park Hotel, San Tomas, Hotel Ponte Fino, Microtel, Days Hotel, La Corona de Lipa and La Virginia Resort Hotel are those most frequently visited and competitive hotel establishments in the province. It has multitude responsibilities and critical roles to ensure that food and its service are delivered safe and of quality.

In this line of thought, this study was conducted to assess the food safety and sanitary practices among these hotels in Batangas province to evaluate their practices using the standard of the Sanitation Code of the Philippines (P.D. 856).

OBJECTIVES OF THE STUDY

The study primarily assessed the extent of food safety and sanitary practices of selected hotels in Batangas province as basis of proposed enhancement measures.

Specifically, this study determined the profile of the selected hotels in Batangas province in terms of classification of hotel, years of operation, number of employees; assessed the food safety and sanitary practices of selected hotels based on the following areas such as restaurant, bar service, catering and banquet, and room service as perceived by two groups a.) food and beverage managers/employees and b.) customer; determined if there is any significant difference on the assessment of food safety and sanitary practices of selected hotels when respondents are grouped according to hotel profile variables; and proposed measures to further improve the food safety and sanitary practices of selected hotels in Batangas province.

METHODS

The descriptive method was utilized to investigate and ascertain some facts on how to meet the standards which describe food safety and sanitary practices of the selected hotels in Batangas province. The data were gathered through surveys and interviews included as part of the research design.

The respondents of this research were 136 Food and Beverage managers/employees and 120 customers of Cintai Coritos Garden, Lima Park Hotel, Hotel Ponte Fino, San Tomas Hotel, Microtel, Days Hotel, Hotel La Corona and La Virginia as the researcher choose respondents to come up with the result of the study. The researcher used purposive sampling wherein the respondents were assumed to be knowledgeable on the said topic.

The researcher visited the school library to gather pertinent information that would support the study. The data were taken from the books, encyclopedia and other related studies. The researcher also surfed the internet and browse websites related to the study for additional information.

The researcher provided a letter requesting the profile and information about the existence and operation of the selected hotels and asked for their permission to conduct a study. The letter was noted by the adviser and where passed to the selected hotels for their acceptance and approval.

For primary data, the researchers made a draft of questionnaire to be used in gathering information for the study. After the necessary revisions were made based on comments and suggestions during validation, the questionnaire was subjected to dry run among persons who had knowledge about the subject matter. Through the questionnaire, survey was conducted. While conducting the survey, the researcher was able to interview some other guest to know if they were satisfied in the overall performance of the hotel in terms of cleanliness and sanitation. The respondents were informed about the purpose of the study and assumed confidentiality in their responses.

The results of questionnaires and interview were analyzed and interpreted through the help of the statistician.

After the questionnaires were collected, the data were tallied and analyzed to come up with the findings and conclusions. The different statistical measurements were used in treating the gathered data.

Frequency and percentage were used to determine the assessment of the respondents about their views on the application of food safety and sanitary practices among selected hotels in Batangas province in terms of its classification, years of operation and number of employees.

Independent Samples T- test was used to determine significant differences on the responses of a. Managers/Employees and b. Customers about their assessment on the application of food safety and

sanitary procedures among selected hotels in Batangas province.

One-way Analysis of Variance was used to determine significant differences on the responses of a. 2 star, b. 3 star and c. 4 star hotel about their assessment on the application of food safety and sanitary procedures among selected hotels in Batangas province.

Scheffe was used to determine significant pair-wise differences of the classifications of the different hotels.

The given scale was used to interpret the result of the data gathered: 1.00-1.49: Never (N); 1.50-2.49: Seldom (S); 2.50-3.49: Sometimes (So); 3.50-4.00: Always(A).

RESULTS AND DISCUSSION

Table 1. Percentage Distribution of the Hotel Profile

Profile	f	%
Classification		
Two star	1	12.50
Three star	3	37.50
Four star	4	50.00
Years of Operation		
below 5 years	2	25.00
5 years to 9 years	1	12.50
10 years to 14 years	4	50.00
15 years to 19 years	1	12.50
20 years and above	0	0
Number of Employees		
11 to 20	2	25.00
21 to 30	5	62.50
31 to 40	1	12.50

Out of 8 hotels, breakdown of respondents is as follows: 4 (50%) from four star hotel, 3 (37.5%) from three star and 1 (12.50%) from two star hotel.

Of the 8 respondents, 5 hotels (62.50%) operate the business for more than 10 years and the remaining 3 (37.5%) are in the sector for less than 10 years. The existence a business for more than a decade indicates a more stable organization and more mature process. It has also identified the number of employees needed in the operation that ensures efficiency of service provided.

Complementing the result, the manpower requirement also shows that, out of the 8 hotel respondents, 5 hotels (62.50%) have 21 to 30 employees. Over the years, the organization has already identified that a relevant number of manpower which is equal or shall

exceed the volume of work in different areas of the hotel is very much needed to perform all their tasks and operate the business.

Table 2. Food Safety and Sanitary Practices in terms of Restaurant Practices

Indicators	Managers / Hotels			Customers		
	WM	VI	Rank	WM	VI	Rank
1. Only the clean and sanitize glasses, cutleries, china wares and other food service equipment are set up and served.	3.82	A	8	3.66	A	2
2. Glasses are handled by the stem or base and cutleries by its handle to avoid finger marks	3.89	A	3.5	3.68	A	1
3. Serving spoons and forks are used for dishing out foods.	3.85	A	6	3.63	A	4
4. Food containers are washed and wiped dry before use.	3.90	A	1.5	3.64	A	3
5. Service stations are checked for cleanliness and possible pest infestation.	3.87	A	5	3.56	A	9.5
6. Every station is kept clean, neat and free of foul odour.	3.84	A	7	3.56	A	9.5
7. Food handlers observe personal hygiene and grooming.	3.90	A	1.5	3.60	A	7.5
8. Separate comfort rooms for both sexes are provided.	3.81	A	9	3.62	A	5
9. Provide complete toilet supplies (soap, tissues, sanitizers etc.)	3.51	A	10	3.61	A	6
10. Cleanliness and orderliness of the dining and buffet area are well evident.	3.89	A	3.5	3.60	A	7.5
Composite Mean	3.83	A		3.62	A	

As shown in table 2, managers/employees obtained a composite mean of 3.83 (Always) on Food Safety and Sanitary Practices in terms of Restaurant Service which noted the parameters on food containers are washed and wiped dry before use and

food handlers observe personal hygiene and grooming, ranked 1 as the most observed practices by the staff of the Restaurant. On the other hand customers response obtained a weighted mean of 3.62 (Always), where the parameter the practice that glasses are handled by the stem or base and cutleries by its handle to avoid finger marks, ranked 1 as the most observed practices by the customers.

From the responses of managers, it can be noticed that food containers are washed and wiped dry before use; got the highest weighted mean of 3.90. These practices are very observable among the staff. This standard has also been noted as one of the standards in the Philippine Sanitation Code. The law states in section 26, handling of wash utensils which states that: (a) Washed utensils shall be allowed to drain dry in wire racks without use of drying cloths, or shall be stored in a self-draining position to permit ready air-drying. (b) The drying cloth on which to store dishes and utensils temporarily after bactericidal treatment should be clean and changed frequently.

Another item that ranks 1 is the food handlers observe personal hygiene and grooming. This practice is very evident among the staff due to the regular inspection of the supervisor among its staff personal grooming prior to start of any work. Managers and staff observed that Personal hygiene of food workers is extremely important [5].

Maintaining personal hygiene is essential element that builds the foundation of a reputable organization. Grooming does not only boost the morale of the people working, but ultimately reflects the organization's culture [6].

Meanwhile, the parameter, to provide complete toilet supplies, ranked as the lowest practice being observed by the managers/employees. Adequate and clean toilet facilities can prevent hazards for; hazards can be physical, microbiological, biological and chemical agents of disease.

Similarly, the presentation made in Thailand by the World Health Organization, it is important to maintain hygiene standards by providing sufficient water, soap and hygiene kits and etc. Hand washing and general personal hygiene were identified as the most effective way of avoiding infectious disease.

On the part of customer, glasses are handled through the stem or base and cutleries by its handle to avoid finger marks got the highest weighted mean of 3.68 (Always). This proves that restaurant services by the hotels are well sanitized to avoid diseases. According to the Center for Disease Control and

Prevention (CDC) reports that in most food-borne illness outbreaks, mishandling occurs in retail food establishment where food are prepared and served to the public. The nature of the food and the extent to which it is handled make it for contamination to happen.

Meanwhile, practices like service stations are checked for cleanliness and possible pest infestation and every station is kept clean, neat and free of foul odor has a weighted mean of 3.56 and a verbal interpretation of always. All food establishments must have pest control programs. Insects and rodents which spread disease and damage food are the targets. The benefits of proper cleaning and sanitizing of areas, equipment and utensils, and food handlings can all be wasted if insects and rodents are allowed to contaminate foods and food contact surfaces.

The Integrated Pest Management also recommended by the National Pest Management Association the use of five step program which are inspection, identification, sanitation, application of two or more pest management procedures and lastly evaluation of effectiveness through follow up inspection, is a longer lasting and safe for the managers/employees and the customers.

Table 3. Food Safety and Sanitary Practices In terms of Bar Services

<i>Indicators</i>	<i>Managers / Hotels</i>			<i>Customers</i>		
	<i>WM</i>	<i>VI</i>	<i>Rank</i>	<i>WM</i>	<i>VI</i>	<i>Rank</i>
1. Necessary containers such as hollow ware, napkins, tray, cutleries and other bar supplies are wiped and prepared already.	3.86	A	6	3.55	A	6
2. Bar service utensils are cleaned and sanitized.	3.87	A	4.5	3.60	A	3
3. Service crew takes and serves beverage orders according to prescribed standard of service.	3.85	A	7.5	3.50	A	9.5
4. Garnishes are put to all drinks and serve it at right temperature.	3.87	A	4.5	3.53	A	7
5. Bar service tools and equipment are placed in their proper place.	3.85	A	7.5	3.52	A	8
6. Cocktail napkins are provided for every guest.	3.49	O	10	3.50	A	9.5
7. Personal hygiene and grooming of the staff is always maintained.	3.89	A	2	3.57	A	5
8. Bar is properly stocked, clean and well-maintained.	3.90	A	1.5	3.61	A	2

Table 3 (cont.) Food Safety and Sanitary Practices In terms of Bar Services

Indicators	Managers / Hotels			Customers		
	WM	VI	Rank	WM	VI	Rank
9. List/menu for alcoholic and non-alcoholic beverages are provided by the bar counter.	3.57	A	9	3.59	A	4
10. Waiters and bar tenders observe proper grooming.	3.90	A	1.5	3.62	A	1
Composite Mean	3.80	A		3.56	A	

Table 3, shows the food safety and sanitary practices in Bar Services as assessed by managers/employees and customers. On the assessment of the managers, the composite mean is 3.80 while for the customers the composite mean is 3.56 with a verbal interpretation of always.

Waiters and bartenders observe proper grooming got the highest weighted mean of 3.90 with a verbal interpretation of always as assessed by managers. Similarly, this statement got also the highest weighted mean of 3.62 based on the assessment of the customers. This proves that managers and customers value the workers' health and hygiene which plays a critical role to control or minimize the risks of microbial contamination.

Similar finding is noted that the cleanliness and personal hygiene of workers is extremely important. Cocktail napkins are provided for every customer's at the bar counter got a lowest weighted mean of 3.49 (Often) based on the assessment of the managers while 3.50 (Always) as assessed by the customers. Napkins are often provided at the bar service providers of the hotel because this is one of the cost cutting measures of the hotels. These are highly implemented during the operations but are sometimes inconsistent with the set standard of the operation that's why training play important role for this [5].

As emphasized on the study of Cohen, management and employee training in food sanitation practice, as well as, consumer education programs are essential to minimize the incidence of food borne illness [7].

Another parameter that got the lowest weighted mean of 3.50 with verbal interpretation of always is the parameter where service crew takes and serves beverages orders according to prescribed standard of service as assessed by customers. It is noted in the sanitation code of the Philippines, Section 65. Special Provisions applicable to Hotels and Motels states that:

“The storage, preparation and serving of food to customers shall be in accordance with the standards prescribed in Chapter III of this Code, 2. Customers shall be provided with clean linen such as bed sheets, pillow cases, towels and napkins”.

Table 4. Assessment on the Food Safety and Sanitary Practices In terms of Catering and Banquet

Indicators	Managers / Hotels			Customers		
	WM	VI	Rank	WM	VI	Rank
1. Function rooms are clean, well ventilated and lighted.	3.85	A	4.5	3.64	A	1
2. Drinking water came from approved source.	3.87	A	1.5	3.56	A	7
3. Glass wares, china wares, dinner wares and flat wares are placed properly on the table free from dirt and water marks.	3.82	A	6	3.63	A	2.5
4. Cloths and napkins used during functions are free from dirt and stains.	3.85	A	4.5	3.54	A	8
5. Napkins are folded properly.	3.80	A	7	3.62	A	4
6. Staff properly clears soiled dishes using appropriate containers for dirt and trash.	3.87	A	1.5	3.53	A	9
7. Foods and drinks are served at right temperature.	3.68	A	9	3.61	A	5.5
8. Plates, glasses and cups are free from dirt, spots and breakages.	3.73	A	8	3.61	A	5.5
9. Personal hygiene and grooming of waiters is evident.	3.86	A	3	3.63	A	2.5
Composite Mean	3.81	A		3.60	A	

Table 4 presents the managers/employees and customers' assessment on food safety and sanitary practices of catering and banquet. Assessment of the managers got the composite mean of 3.81 (Always) while the customer's assessment got a composite mean of 3.60 (Always)

This is a manifestation that there is a slight difference in ranking of the different parameters to which is given more attention by the managers/employees and customers. These practices are very important but there are instances that the standard procedure is not followed by the managers/employees because of lack of knowledge, proper skills and continuous training. Giovanni, mentioned in his study that knowledge, motivated skilled employees who are trained to follow proper procedure together with the management that

effectively monitors employee performance can ensure food safety [8].

Drinking water came from approved source, illustrates a verbal interpretation of always with a weighted mean of 3.87(Always). An adequate water supply is vital to the sanitation of retail food establishment. Moreover, the practice of drinking water come from an approve source shows that the hotel considers the level of food and water supply in order to minimize the risks of any related illness and communicable diseases.

According to the Food and Drug Administration (FDA) Food Code, water from non-public water system must be sampled and tested at least annually and as required by state water quality regulations.

Another parameter that got the highest weighted mean of 3.87 is staff properly clears soiled dishes using appropriate containers for dirt and trash with verbal interpretation of always. Proper use of cleaning equipment must be observed in order to prevent cross contamination. It is the responsibility of every person working in the food industry to keep things clean and sanitary. In line with the sanitation code of the Philippines, effective cleaning of equipment reduces the chance of food contamination during preparation, storage and service. Cleaning is concerned with the removal of the visible soil from the surface of equipment and utensils.

On the other hand, the practice of foods and drinks are served at the right temperature ranked as the 9th parameter with a weighted mean of 3.68 for the managers/employees. Serving at the right temperature must be given attention for most cases of food borne illness were linked to the temperature abuse.

It can be noted on the study of Leocadio, she suggested that in order to ensure sanitation, there should be a limit holding time of cooked food at controlled temperature, is perhaps the most critical way to ensure food safety [9].

Whereas for the customers, the function rooms are clean, well ventilated and lighted ranked as the highest practice with a 3.64 weighted mean. They can readily observe the structure of retail food establishment and a well-planned facility with a suitable layout is essential for smooth operation of any food establishment.

As stated in the sanitation code of the Philippines or also known as the P.D 856, it requires that all food establishment or food related business to accomplish primary requirements set by the national and local

government regarding structure, layout design and sanitary facilities of the establishment.

In contrast with the managers/employees assessment on the different parameters for catering and banquet, the staff properly clears soiled dishes using appropriate container for dirt and trash ranked as the lowest for the customers. The application of a good sanitation and hygiene program should focus on the employees' skills and continuous training, proper equipment and facilities.

As stated in the E-Code, all scrapings, garbage and trash shall be accumulated outside the buildings in closed containers and shall be promptly removed from the premises. Items which are required to be recycled or are earmarked for scrap or special disposal shall be placed in designated containers.

Table 5. Food Safety and Sanitary Practices In terms of Room Service

Indicators	Managers / Hotels			Customers		
	WM	VI	Rank	WM	VI	Rank
1. Foods delivered for room service are kept covered to avoid bacterial contamination.	3.87	A	1.5	3.62	A	4
2. Drinking glasses are washed and wiped dry and thermo jugs are refilled with hot or cold water.	3.85	A	5	3.58	A	5
3. Leftovers and soiled dishes during room service which caused foul odour are removed and picked up and are brought into the dishwashing area.	3.82	A	6.5	3.52	A	8
4. Ashtrays and waste baskets are emptied and washed to eliminate pest infestation and foul odour.	3.81	A	8	3.56	A	6
5. Coffee tables are equipped with an ashtray and a match.	3.55	A	9	3.46	O	9
6. Mini bar stocks are installed and replenished with new items to check for possible defects.	3.82	A	6.5	3.55	A	7
7. Foods are served in proper container and are covered.	3.86	A	3.5	3.68	A	1
8. Bottled drinking water delivered for room service is properly sealed.	3.87	A	1.5	3.62	A	3
9. Personal hygiene and grooming of room service attendants is evident.	3.86	A	3.5	3.67	A	2
Composite Mean	3.81	A		3.58	A	

The table shows the assessment perceived by the managers/employees. The composite mean of 3.81 was described as always performed by the management. The management maintains a strict compliance with correct working and handling practices in room service. The assessment of customers to food safety and sanitary practices on room service shows a composite mean of 3.58 and was described as always observed by all because it is one of the basic essentials of room service.

In general managers/employees and customers assessed that the practice of food safety and sanitation in room service is always compliant with the set standard by the sanitation code of the Philippines.

Practices where foods being delivered for room service are kept covered to avoid bacterial contamination and bottled drinking water delivered for room service is properly sealed have a weighted mean of 3.87. One way of preventing the harmful effects of food borne disease outbreak is to start a safety assurance program in the food establishment. This helps ensure that proper safeguards are used during food production and service. Managing food safety of food involves controlling the supply, approved source of raw materials, maintaining sanitary facilities and equipment and training of employees to know how to work with food safety.

Also noted in Clayton Country public health, it is not enough that the managers know food safety; employee too, must be taught how to perform correctly [10].

Meanwhile, for the customers, the food is served in proper container that ranked as the first practice evident to them with a 3.68 weighted mean. Leaving food uncovered and placing them in unsanitized container is one factor that can cause food borne illness. The lack of knowledge, skills and training or personnel can also be implicated as the source of food contamination.

According to sanitation standard manual, all foods and beverage shall be prepared, placed or served in a way that they are protected from dust, flies, vermin, pollution by rodents, unnecessary handling or other contamination to ensure compliance with all federal, state and local requirements.

As perceived by the managers/employees and customers, the practice where in coffee tables are equipped with ashtray and a match has a weighted mean of 3.55 and 3.46 respectively. It must be observed so as to prevent physical and chemical

contamination and some guests may be smokers and ashtrays are needed.

In general, while managers/employees and customers assessed the practices in the area of room service as always performed by managers/employees, customers also claimed that it was always performed by the management. It revolved on how management maintained its actions when it comes to prevention of food contamination.

Table 6. Summary on the Food Safety and Sanitary Practices of Hotels in Batangas Province

Indicators	Managers / Hotels			Customers		
	WM	VI	Rank	WM	VI	Rank
1. Restaurant Practices	3.67	SA	1	3.55	SA	1
2. Bar Services	2.89	A	4	3.15	A	4
3. Catering and Banquet	3.33	A	2	3.42	A	2
4. Room Service	3.22	A	3	3.35	A	3
Composite Mean	3.28	A		3.37	A	

Scale: 1.00-1.49: Strongly Disagree (SD); 1.50-2.49: Disagree(D); 2.50-3.49: Agree(A); 3.50-4.00: Strongly Agree(SA).

Food safety and sanitary practices can be best described as the practice of complying with the state and local food codes[13], dealing with crises such as food recalls, food illness outbreaks and equipment breakdowns. It should be evaluated by ensuring food service personnel following the appropriate food safety and hygiene practices and become certified food handlers by training them in proper food safety principles.

It is revealed on the table that the parameters applied for food safety and sanitary practices has a composite mean of 3.28 and 3.37 for the managers/employees and customers, respectively, having a verbal interpretation of agree. It implies that different hotels are in compliance with the sanitation code of the Philippines.

As stated in the study of Palacio, the practice of food safety and sanitation among different hotel establishment is definitely very important because it saves public health. It is the responsibility of every food establishments' owner, manager and employees to prepare and serve safe and wholesome food [11].

In terms of restaurant service, it is perceived by managers/employees that they always observed the right practice of food safety and sanitation. Restaurant professionals manage well the sanitation and

maintenance operations to minimize potential problems.

A good system for food safety in a restaurant must include several prerequisite programs for an effective overall system. Sanitation standard operating procedures (SSOP's) are written methods that specify practices to address general hygiene and measures to prevent food from becoming contaminated due to various aspects of food environment at your facility. Managers must train new crew members about SSOP's during the first days of employment. SSOP's must be a part of your restaurant's culture [12].

In terms of bar services, catering and banquet and room service, it can be noted that, both managers and customers manifested a verbal interpretation of agree. It implies that most of the bar services, catering and banquet and room service within the hotel premise practices proper food safety and sanitation.

In general it can be reflected that food safety and sanitary practices is often executed by hotels in Batangas province.

Table 7. Difference on the Food Safety and Sanitary Practices in terms of Restaurant Practices When Grouped According to the Hotel Profile

Profile	F-value	P-value
Classification	12.497*	0.000
Years of Operation	6.288*	0.000
Number of Employees	.178	0.837

Legend: *Highly Significant at $p\text{-value} < 0.01$

As seen from the table 7, it shows that there is a significant difference on restaurant practices when grouped according to the business classification and years of operation since the obtained F-values were greater than the critical value and the resulted p-values were less than 0.05 level of significance, thus the null hypothesis is rejected. This means that the different hotel restaurants have different practices in accordance to star ratings as used to classify the hotels

Furthermore, in terms of the years of operation, it connotes that the longer the existence of the hotels, the more they become precise with the proper food safety and sanitation.

However, only the number of employees does not show significant difference on restaurant practices which means that the number of employees does affect the level of compliance on food safety and sanitary practices.

Table 8. Significant Pair-wise Comparison of the Mean Restaurant Practice

Dependent Variable	Pair-wise	Mean difference	Sig.
Restaurant Service	2star vs. 3star	-.3529*	.000
	2star vs. 4star	-.3544*	.000
	3star vs. 4star	-.0015	1.000

Legend: *Highly Significant at $p\text{-value} < 0.01$

As seen in table 8, the significant pair-wise comparison for restaurant service, the 3 vs. 4 star hotels has a verbal interpretation of not significant while the 2 vs. 3 star hotel and 2 vs. 4 star hotel revealed a verbal interpretation of significant, indicating that there is a difference in the level of compliance in food safety and sanitary practices when the hotels are grouped according to their classification.

Two (2) star hotels' property meets a traveler's basic needs and offer limited restaurant service while the 3 star hotels offer a higher level of service and most properties in the category features restaurant serving breakfast, lunch and dinner. As for the 4 star hotels, a well-integrated design, stylized room decors, excellent restaurant facilities are all present.

Table 9. Difference on the Food Safety and Sanitary Practices in terms of Bar Services When Grouped According to the Hotel Profile

Profile	F-value	p-value
Classification	12.603*	0.000
Years of Operation	7.722*	0.000
Number of Employees	.488	0.615

Legend: *Highly Significant at $p\text{-value} < 0.01$

As seen from Table 9, it shows that there is a significant difference on bar services when grouped according to the business classification and years of operation since the obtained F-values were greater than the critical value and the resulted p-values were less than 0.05 level of significance, thus the null hypothesis is rejected. This means that the different hotels bar services have different practices in accordance to star ratings as used to classify the hotels.

Furthermore, in terms of the years of operation, it connotes that the longer the existence of the hotels, the more they become precise with the proper food safety and sanitation.

However, only the number of employee do not show significant difference on restaurant practices which means that the number of employees does

affect the level of compliance on food safety and sanitary practices.

Table 10. Significant Pair-wise Comparison of the Mean Bar Service

Dependent Variable	Pair-wise	Mean difference	Sig.
Bar Service	2star vs. 3star	-.3412*	.000
	2star vs. 4star	-.2809*	.000
	3star vs. 4star	.0603	.414

Legend: *Highly Significant at p -value < 0.01

As seen in table 10, the significant pair-wise comparison for restaurant service, the 3 vs. 4 star hotels has a verbal interpretation of not significant while the 2 vs. 3 star hotel and 2 vs. 4 star hotel revealed a verbal interpretation of significant, indicating that there is a difference in the level of compliance in food safety and sanitary practices when the hotels are grouped according to their classification.

Two (2) star hotels offers basic comfort and convenience while offering moderate aesthetic enhancements in the property grounds. 3 star hotel properties offer a high end facilities such as restaurant and bar service. 4 star hotel distinguish themselves with superior properties and landscaped grounds are all present.

Table 11. Difference on the Food Safety and Sanitary Practices in terms of Catering and Banquet When Grouped According to the Hotel Profile

Profile	F-value	p-value
Classification	12.482*	0.000
Years of Operation	5.799*	0.000
Number of Employees	.781	0.460

Legend: *Highly Significant at p -value < 0.01

As seen from the table 11, it shows that there is a significant difference on catering and banquet when grouped according to the business classification and years of operation since the obtained F-values were greater than the critical value and the resulted p-values were less than 0.05 level of significance, thus the null hypothesis is rejected. This means that the different hotels' catering and banquet services have different practices in accordance to star ratings as used to classify the hotels.

Furthermore, in terms of the years of operation, it connotes that the longer the existence of the hotels, the more they become precise with the proper food safety and sanitation.

However, only the number of employees does not show significant difference on restaurant practices which means that the number of employees does affect the level of compliance on food safety and sanitary practices.

Table 12. Significant Pair-wise Comparison of the Mean Catering and Banquet

Dependent Variable	Pair-wise	Mean difference	Sig.
Catering and Banquet	2star vs. 3star	-.3529*	.000
	2star vs. 4star	-.2633*	.001
	3star vs. 4star	.0866	.183

Legend: *Highly Significant at p -value < 0.01

As seen in table 12, the significant pair-wise comparison for restaurant service, the 3 vs. 4 star hotels has a verbal interpretation of not significant while the 2 vs. 3 star hotel and 2 vs. 4 star hotel revealed a verbal interpretation of significant, indicating that there is a difference in the level of compliance in food safety and sanitary practices when the hotels are grouped according to their classification.

The property of a 2 star hotel meets the traveler's basic needs for comfort and convenience while offering moderate aesthetic enhancements in the property grounds. 3 star hotels offer property ground, décor and quality furnishing are a noticeable upgrade in terms of style and class. 4 star hotels distinguish themselves with a high level of service and hospitality as well as wide variety of amenities and upscale facilities.

Table 13. Difference on the Assessment of Food Safety and Sanitary Practices in terms of Room Service When Grouped According to the Hotel Profile

Profile	F-value	p-value
Classification	23.340*	0.000
Years of Operation	11.992*	0.000
Number of Employees	1.576	0.211

Legend: *Highly Significant at p -value < 0.01

As seen from the table, it shows that there is a significant difference on room service when grouped according to the business classification and years of operation since the obtained F-values were greater than the critical value and the resulted p-values were less than 0.05 level of significance, thus the null hypothesis is rejected. This means that the different hotels' room services have different practices in

accordance to star ratings as used to classify the hotels.

Furthermore, in terms of the years of operation, it connotes that the longer the existence of the hotels, the more they become precise with the proper food safety and sanitation.

However, only the number of employees does not show significant difference on restaurant practices which means that the number of employees does affect the level of compliance on food safety and sanitary practices.

Table 14. Significant Pair-wise Comparison of the Mean Room Service

Dependent Variable	Pair-wise	Mean difference	Sig.
Room Service	2star vs. 3star	-.4771*	.000
	2star vs. 4star	-.3775*	.000
	3star vs. 4star	.0997	.102

Legend: *Highly Significant at p-value < 0.01

As seen in table 14, the significant pair-wise comparison for restaurant service, the 3 vs. 4 star hotels has a verbal interpretation of not significant while the 2 vs. 3 star hotel and 2 vs. 4 star hotel revealed a verbal interpretation of significant, indicating that there is a difference in the level of compliance in food safety and sanitary practices when the hotels are grouped according to their classification.

Room service is usually not available in a 2 star hotels while on the 3 star hotels room service availability may vary and on the 4 star hotels comfort and convenience of the guest is a prevailing concern of the property so as for the room service is available 24 hours a day.

Table 15. Difference of Responses on the Assessment on the Food Safety and Sanitary Practices by the Two Groups of Respondents

	GROUP	Mean	t _c	p-value
Practice	hotel mangers/employees	3.8272	4.801*	0.000
	Customers	3.6158		
Bar	hotel mangers/employees	3.8037	5.829*	0.000
	Customers	3.5575		
Catering	hotel mangers/employees	3.8145	5.002*	0.000
	Customers	3.5954		
Room	hotel mangers/employees	3.8121	4.954*	0.000
	Customers	3.5824		

Legend: *Highly Significant at p-value < 0.01

Based from the result, the two groups of respondents differ on the assessment on food safety and sanitary practices. This was observed from obtained p-values which were all less than 0.05 level of significance, thus the hypothesis is rejected. This means that the employees and the customers have different assessment on the variables tested.

Hotel managers and employees differ with the customers' perception for they differ in point of views. Managers/ employees do believe that they are working 100 percent in order to comply with the set standard when it comes to the food safety and sanitary practices. They also give high regards to the knowledge and skills shared by their employees and that training is continuously done to enhance the competencies of all their employees and most importantly, they adheres to the objectives of the hotels that the customers are their top priority and they wanted to create a long lasting relationship.

Whereas to the customers, response may differ from the employees due to their profile. However, perception of the customers were only based on what they think is proper. More so, customers can only observe the final product/service because of limited access to the back of the house activity. Therefore they can only assess what is observable.

Proposed Enhancement Measures

To improve and enhance food safety and sanitary procedures among selected hotels in Batangas province, a proposed guideline was made to achieve quality service. The proposed action plan made may help uplift the standard practices among the selected hotels. It aims to inform consumers the importance of food safety and sanitation. Managers, supervisors and employees are those who were responsible to take action and oversee the possible risks and what remedies they can offer to stop the hazards and effects along with the study. It is designed to ensure consumer safety and to provide excellent service.

The proposed enhancement measures for the food safety and sanitary practices of selected hotels in Batangas province include conducting inspection and expanding monitoring efforts to areas with direct contact to foods; Food safety accreditation; conducting weekly orientation about different standards such as preparation,

handling practices and food service standards; and considering guest's preferences and expectation by prioritizing their needs and concerns

CONCLUSION AND RECOMMENDATION

Hotel respondents are classified as two, three and four star hotels with considerable years of operation and adequate number of employees. The practices listed in the areas restaurant, bar service, catering and banquet and room service have similar verbal interpretation but differ in rank as to observable parameters. The managers/employees have higher assessment compared to customers with regards to the hotel implementation of food safety and sanitary practices. The hotel demonstrated the safety and sanitary practices in the areas of restaurant service, bar service, catering and banquet and room service.

Based on the findings of the study, the following recommendations are hereby given: 1. the management should maintain high standard of food safety among its staff, 2. the subject hotels may upgrade the food safety and sanitary practices and may apply for food safety accreditation, 3. Continuous training of hotel managers/employees on food sanitary practices may be pursued.

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