



A Study On Significance Of Food Safety Audit In Hotels Of Dehradun District

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ABSTRACT

Background and Aims: Given the current situation, it is important to keep hotels' kitchens clean and hygienic during the Covid-19 pandemic to avoid food contamination.

Experimental Design: This study intends to evaluate the requirement for maintaining a high standard of cleanliness and hygiene in hotel kitchens in the midst of the Covid-19 outbreak.

Key Findings: Food handlers need to be aware of the need to advance hygiene procedures. To preserve cleanliness and sanitation, it is crucial to use chemicals and disinfectants properly and with the utmost caution.

Methods: The purpose of this research is to analyse the requirement for maintaining a high standard of sanitation and hygiene in hotel kitchens in the midst of the Covid-19 outbreak. The current situation has prompted people to think about maintaining good hygiene and sanitation in hotel kitchens during the COVID-19 epidemic to avoid food contamination. A poll of experts working in the food and beverage production and service divisions of renowned

Conclusion and Implications: The findings pointed out the importance of the above-mentioned points in the kitchen, especially when there is a pandemic disease like Covid-19 that needs to be treated with great care. These findings included the Food Safety Management System, Identification, Evaluation and Controlling Food Safety Hazards, Food

Chain Safety, Sanitation at Workplace, and Correct Waste Management Amid COVID-19 Outbreak.

Key words: hygiene, sanitation, food contamination, disinfectants.

INTRODUCTION

Covid-19 A epidemic that ranks among the biggest of the twenty-first century has just emerged. Numerous national and international evaluations have already predicted the immediate and long-term repercussions of this epidemic on society, the economy, and the availability of resources required by common people to maintain their everyday existence. According to one of these reports released by the United Nations on April 21, 2020, bacterial growth, which is influenced by temperature, sanitation, and hygiene practises among employees and food handlers, is a crucial factor to be taken into account for contamination.

The last few quarters have seen a severe slowdown in India's GDP. Food is required for more than merely surviving and satisfying hunger; as a result, there is an increasing demand for healthful foods that can boost the immune system. In order to boost immunity and fight the Covid-19 virus, the government's health ministry has released a number of recommendations for the use of immune-raising foods in people's diets. [1] People need to worry more about their health and maintain their health as the pandemic crisis continues to spread around the world and since the government and the World Health Organization (WHO) have not yet officially announced the availability of a vaccine. The meals we consume can significantly impact how healthy we are.

It is necessary to do the following actions: Food should always be handled with care.

c. Food waste needs to be disposed of properly.

b. Replace processed food in your diet with fresh food.

d. Maintain proper cleanliness and hygiene at all times.

b. Take note of workplace hygiene as well.

c. Follow sanitary and hygiene regulations set forth by the government.

g. Prior to touching any food or entering into the kitchen, always remember to wash your hands.

Food handlers in the hospitality sector are expected to regularly wash their hands before starting or handling the preparation of food. Additionally, they should often sanitise kitchen surfaces and utensils using a common sanitizer like chlorine. Use food safety measures consistently to prevent food from Clean your dishwasher with the appropriate disinfectant and secure chemicals at all times. Use the double sink method with the appropriate chemical at the appropriate temperature when cleaning equipment with your hands. The workspace, as well as the equipment, should be clean and organised to prevent contamination and food poisoning.

Food handling staff employees must follow hygiene regulations and be aware of any disease symptoms as well as keep a proper social distance. They must to be knowledgeable with the Covid-19's symptoms. The necessary precautions, such as thermal scanning, the use of hand sanitizer, etc., should always be taken before admittance into the premises as a fundamental precaution to ensure a safe and healthy working environment. [5] In order to stop the spread of COVID-19, vendors and contractors who supply goods must follow the proper safety standards. Due to the fact that they are supplying the goods and satisfying demand, companies need follow safety precautions. [6] Handling food packaging should be done with care to prevent the chance of contacting food and cross-contamination between cooked and uncooked food.

Clean surfaces that are plainly dirty frequently with detergent or soap and water before disinfecting them, and use cleaning agents in accordance with safe and effective procedures. With the aid of hygiene and sanitation, emphasis is placed on cleanliness and the avoidance of germs to prepare the work area for operation in a clean and germ-free environment. Adequate sanitation of the workplace is equally important. This process constantly prevents food contamination and ensures a diet rich in nutritious foods.

RESEARCH METHODOLOGY:

Hospitality businesses must manage the difficulties of sustaining a high standard of sanitation and hygiene both at work and when handling food. To gauge the responses, a systematic questionnaire is created as a survey instrument. Semi-structured telephonic interviews are also conducted to get in-depth information. Questions on demographics were included in the questionnaire's initial part (age, gender, education etc.). On a Likert scale of 5, the respondents provided their evaluations in the second sectionHospitality businesses must manage the difficulties of sustaining a high standard of sanitation and hygiene both at work and when handling food. To gauge the responses, a systematic questionnaire is created as a survey instrument. Semi-structured telephonic interviews are also conducted to get in-depth information. Questions on demographics were included in the questionnaire's initial part (age, gender, education etc.). On a Likert scale of 5, the respondents provided their

evaluations in the second section. The study has an exploratory and descriptive design. In light of the COVID-19 epidemic, it aims to learn how the production and service staff for food and beverages view several issues, including personal cleanliness, following rules, Food Chain Safety, workplace sanitation, and correct waste disposal. A variety of professionals in hospitality management from various hotels in Northern India made up the populace. For the proposed study, 159 respondents make up the sample size. Convenient sampling is used to choose the sample.

DATA ANALYSIS AND INTERPRETATION

Table 1: Demographic Characteristics of Respondents

Demographic Characteristics		No of Respondents	%
Age group	20-25 years	85	46.44 %
	26-30 years	38	20.76 %
	31-35 years	30	16.39 %
	36-40 years	22	12.02 %
	40 years and above	08	4.37 %
Gender	Male	145	79.23 %
	Female	38	20.76 %
Education	Graduate (HM)	124	67.75 %
	Diploma (HM)	52	28.41 %
	Others	07	3.82 %
Total Number of Respondents		183	100%

Table 1, shows the demographical characteristics of respondents. 85 (46.44%) of respondents were from age group of 20-25 years. 35 i.e. 16.39% respondents were from age group of 26-30 years. While the rest number of respondents 22(12.02%) and 06(3.77%) from age group 36-40 years and above 40 years respectively.

The percentage of the male as respondents is 79.23% while rest of 20.76% constitutes by the females with 145 and 38 in numbers respectively. All 183 respondents indicated that there is a blend of experienced and young respondents for the study.

The percentage of the hotel management graduate was 67.75% (124) while 28.41% (52) constitute the diploma holders. The respondents with others qualification were found to be 3.82% (07).

Table No.2- Food Safety Management System

Response	Frequency*	Percentage*
Strongly disagree	15	8.19%

Disagree	14	7.65%
Neutral	22	12.02%
Agree	65	35.51%
Strongly Agree	67	36.61%
Total	183	100.00%

* Results showing Number of individuals emphasizing on Food Safety Management System

** Results showing Percentage of individuals emphasizing on Food Safety Management System

Table No.3- Identification, Evaluation and Controlling Food Safety Hazards

Response	Frequency*	Percentage*
Strongly disagree	15	8.19%
Disagree	12	6.55%
Neutral	32	17.48%
Agree	64	34.97%
Strongly Agree	60	32.78%
Total	183	100.00%

* Results showing Number of individuals emphasizing on Identification, Evaluation and Controlling Food Safety Hazards

** Results showing Percentage of individuals emphasizing on Identification, Evaluation and Controlling Food Safety Hazards

Table No.4- Food Chain Safety

Response	Frequency*	Percentage*
Strongly disagree	4	2.18%
Disagree	15	8.19%
Neutral	20	10.92%
Agree	68	37.15%
Strongly Agree	76	41.53%
Total	183	100.00%

* Results showing Number of individuals emphasizing on Food Chain Safety

** Results showing Percentage of individuals emphasizing on Food Chain Safety

Table No.5- Occupational Hygiene

Response	Frequency*	Percentage*
Strongly disagree	19	10.38%
Disagree	22	12.02%
Neutral	35	19.12%
Agree	50	27.32%
Strongly Agree	57	31.14%
Total	183	100.00%

* Results showing Number of individuals emphasizing on sanitation at workplace

** Results showing Percentage of individuals emphasizing on sanitation at workplace

Table No.6- Correct waste management

Response	Frequency*	Percentage*
Strongly disagree	10	5.46%
Disagree	17	9.28%
Neutral	26	14.20%
Agree	68	37.15%
Strongly Agree	62	33.87%
Total	183	100.00%

* Results showing Number of individuals emphasizing on Correct waste management

** Results showing Percentage of individuals emphasizing on Correct waste management

FINDINGS AND RESULTS:

Data analysis collected through questionnaire survey is carried out. Responses to the questionnaire have lead to some findings and have come up with some useful findings and suggestions.

DISCUSSION

The current survey provides sufficient proof that the majority of respondents have a preference for Food Safety Management System. Such procedures are necessary to carry out daily tasks quickly and efficiently, but they will also provide the groundwork for maintaining Food Safety Management System standards. Respecting the rules will enforce discipline at work. Raising the standards of service will need responsible handling of food throughout the various cooking processes, from storage to preparation to serving. The social obligation will be aided by proper trash disposal techniques. The perception of these actions among the respondents was largely favourable. As highly agreed, the following skills were scored in descending order: Food Safety Management System 66 (41.50 percent), following rules 61 (38.36 percent), Food Chain Safety 57 (35.84 percent), workplace sanitation 54 (33.96 percent), and effective waste disposal 57 (35.84 percent).

Through effective and efficient service delivery, all of these will greatly contribute to maintaining the level of hygiene and sanitation in many areas of food and beverage production and service in the hotel industry, which may boost guest satisfaction and guest retention as well.

SUGGESTIONS:

In today's competitive market, hotel businesses are looking for new alternatives to boost their revenues. In India, where a country's economy is intimately correlated with its tourism industry, it is imperative to meet this difficulty brought on by the Covid-19 pandemic.

In order to ensure the application of such methods so that the products may be produced with exceptional excellence on a regular basis, the personnel are given the proper training and exposure. As it is also clear that these criteria are the primary deciding elements in determining how customers perceive the degree of cleanliness and hygiene in the hotel business, this will undoubtedly result in filling in those necessary gaps and aid in communicating and comprehending.

CONCLUSION:

The study presented in this paper helps readers realise how important it might be for hotels to maintain high standards of sanitation and hygiene for both image-building and service delivery. From the study, it can be inferred that hotel management professionals in the food and beverage production and service departments have a favourable impression of them and have rated their needs with a high degree of logical ability. Additionally, from the perspective of the employers, these standards serve to improve communication between service providers and clients because they make them feel more at ease to follow the standards upheld by the hotel. Such an encounter will encourage clients to book hotels again and increase the establishment's future commercial opportunities.

LIMITATIONS AND SCOPE FOR FUTURE RESEARCH:

Because the population surveyed consisted of individuals who produced food and beverages as well as those who provided service at the selected hotels in Northern India, it would not be fair to generalise the study's findings to the whole hospitality industry. To evaluate how broadly relevant the results are, it is hoped that the study can be reproduced. On the other side, this restriction may offer a possibility for additional research. Future research may use a larger sample size to conduct a test to determine the impact of those criteria and the cause-and-effect relationships between them.

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