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**"STUDY ON FOOD SAFETY STANDARDS OF A HOTEL AN
IMPORTANT FACTOR IN TOURIST DECISION MAKING"**

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ABSTRACT

Food is essentially the vital component or the real attractive factor of a place. One could equalize with the reputation and the natural, outstanding excellence ratio on the travel map. A tour of a place or a visit has always held the traveler in awe mainly due to the multi factors like distance, easy-travel roads, good locales, scenery, and landscapes, et al.. However, the basic lookout of any holidaymaker or an explorer is ultimately the food quotient that would gradually blend into the destination's panorama in its goodness and quite earn the ticket to limitless indulgences cravings. Food has, alongside climate and other factors, already generated quite a hype or buzz in the tourism industry, and it would not be wrong if we infer that food is one of the vital factors for the selection of a tourist spot or destination. However, the word hospitality is a strong word, and it is a true fact that the food industry is connected to this area of service. When we talk about food, the hotel sector remains the hottest topic of discussion as this paper tries to study certain facts that may help decipher the main reason or the attractive feature in the decision making of any tourist booking at a particular hotel for his stay. The safety standards include the perspective of these factors hygiene, hospitality, and harbor, which, if followed to the tee, will enhance total business achievement level and leave the customer satisfied and from then on set the required momentum or steer towards great chances of business expansion.

INTRODUCTION

The topic of safety in hotels is brought up and delved into deeply or investigated to bring forth certain health dreading attributes that may tarnish a beautiful reign in the market. Hotels are the base of any tourism industry, food being the main attraction. The truth about food tourism is that many food preparation businesses, hotels, shops, cafes, bars, restaurants, and other hospitality sectors are into food preparations usually eaten -on-premises or ready-to-eat takeaways. Here, we could

gauge the seriousness of the health-related hazards' underlying problem as the consumers or the tourists or the travelers are impelled to make purchase decisions for their sustenance in the given circumstances. Here the utmost important factor that the business related to food should take up food handling into the gamut and work upon the new trends of acquisition of latest skills and practice food safety norms and guidelines and employ the haggled-free preparation, hassle-free packaging and meticulous distribution techniques for improvement, to maintain their standards and run the business efficiently. A traveler or tourist is loaded with innumerable doubts and fears. This study advocates forth the basic idea of good hygiene practices, additional care on food handling to ward off imminent hazards on the health front, and prevention of the spread of dirt and bacteria through food contamination. Surely across the globe on the world tourism map, a safe and hygienic destination for supper or celebration earns the credibility of an amicable super breezy harmonious tour for the itinerant and wayfaring souls. When followed for the well-being of our fellow humans and actively practiced as a motto, food safety in hotels should earn the status of a popular or favored harbor for gastronomical cravings.

SAFETY ABOVE ALL! FOOD SAFETY STANDARDS OF A HOTEL

Food safety, as the word clearly implies, food should always be safe when consumed, as the after-effects of a rancid intake could take a toll on the guest and pose a host of food-borne illnesses. This clearly indicates the importance of the inclusion of food safety principles and protocols in our regular list of dos, which have been shown to help in preventing food from becoming the harbor of sicknesses and diseases.

Let's understand a hotel or any food industry always caters to the demands of the consumers and clientele. When a business is placed, to get all things according to the order or demand, the whole machinery starts to get things accumulated, work on them with the best-selected staff and while they are into this process, there are chances that the given orders might somehow not materialize and have to be canceled as things are sometimes not in accordance to the order placed, so in such circumstances, the business is faced with consequences, which in the case of the food industry, maybe storage issues, but the creative staff to devise reusable food techniques, the staff has to put up with the loss of food and time as all the energies towards the production of the desired order go kaput and the staff has to reorganize themselves for the later orders of the day, though not heartily with the loss incurred, and so many more wastage and contamination have to be dealt with though unceremoniously. However, the safety guidelines should be the rule and adopted as the prime slogan in the hospitality service area for the sake of mankind.

SAFETY DRESS CODE AND PRACTICES FOR HOTELS

1. WEAR PROPER CLOTHING AND FOOTWEAR

Regardless of the workplace, whether you work in a household kitchen or a five-star food department, it always pays to follow proper food principles for safety. One must be totally aware that any amount of potential food hazards loom large in a food handling environment, many of which pose serious health hazards. So the basic attire of protection or a safety cover is the clothing. We can very well understand

why a certain image of a certain profession is always connected with the dressing of the person conducting the profession.

Hence it is very important that the hygiene that we intend to achieve has to start with the clothing. In a food industry like hotel, as per our topic, chefs can wear an article of suitable clothing which includes mainly the garment of proper usages, such as protective coats, hats, gloves, hairnets, bumper caps, aprons, coats, pants, jackets, and boots or fitting footwear, etc. to protect the food from contamination by the handler or to increase the shelf life of the goods dealt with. The garment should have a proper fitting. It should be easily manageable and flexibly lightweight, also have a reliable barrier protection quality, durable, stress, and heat resistant, comfortable, easy on maintenance and repair. Having said that, it is also very essential that an extra pair of the daily use garment should be kept handy as they should be easily recognizable as food handlers, also the work can soil their own inner clothes, protect the food from contamination. The other positive factor about the protective apparel is that they can help boost a worker's attitude as he will initiate his doings carefully towards the direction of safety in the working environment, which ultimately will be beneficial to the organization as a whole if every worker adheres to working with the safety gear on. The footwear, i.e., safety shoes, should be strategically worn extensively only in the work environment and not be used outside the work arena.

In short, the hotel industry should converge to follow safety guidelines wherever products are sourced, prepared, stored, and in this way, the proof of a systematic approach can be present in the food realm, as the food that is handled will be sourced aesthetically following the safety regulation effectively, serving the customer catering to hygiene and accountability that concerns every aspect of the global food industry.

2. HAND HYGIENE GOES A LONG WAY IN ERADICATING DISEASES

The basic rule to start preparing any food is handwashing. Handwashing or hand hygiene is an important part of following the safety of food products. The process of handwashing is done majorly to prevent the onset of contamination of food by food handlers. Harmful bacteria and viruses thrive on the surface of our hands, and these can be eradicated by proper handwashing techniques. The proper way to wash hands is to use soap and water, as this helps prevent infection. The act of handwashing has gained importance as it is majorly seen that people frequently, out of habit, touch their eyes, nose, mouth, hair, beard without the slightest realization that they are doing so. It so happens, the germs that are already present on the surfaces can get into the body through the eyes, nose, and mouth, making us feeling sick and incapacitated for some time, maybe days, weeks, or remain as a serious health concern for a long duration. If such infections are faced by the food handlers, they can pose a serious health risk as they are dealing mainly with the products that will be distributed to the guests/tourists at large. In short, the basic lesson in hygiene refers to the mandatory action of handwashing, with soap and water specifically, after a loo visit, after changing a diaper, after a cough or sneeze, after handling raw meat, after touching something dusty, even smoking a cigar or any such stuff, and most importantly as a routine before and after meals, etc. All this is explained in science as germs, if not washed off from the hands, can multiply in some types of food or drinks under certain conditions and make us tired, ill and weak, and

ultimately sick. The basic principle of handwashing, if followed by the food handlers, can ensure safety and prevention of disease spread. Hence it can be well understood that there can be a rule imposed on the staff of hotel sector, dealing with food, be it preparation, processing storage, packaging and distribution of food, that each and every person of the working department, needs to follow a strict handwash routine and then handle food in their work area. Note, nowadays, sanitizing is of utmost importance, and gaining the ultimate in hospitality. Cleanliness is the key to maintaining the “Cool quotient” which any Hotel would aspire for on the food map in the ruling realm of tourism.

3. SANITISATION OF THE EQUIPMENT, APPLIANCES, PARAPHERNALIA

Notwithstanding the pandemic situation, The most important and effective lesson we have learned is the cleaning process, which never was given its due until now. The basic procedure to be followed to start off work on any food item would be to first get the pieces of equipment in order, which basically are an array of cleaning, storing, cooling, heating, lighting, devices which are periodically used for food preparation and food processing technologies. Cleaning and sanitizing are the most important parameters of cleanliness procedures to be followed as the food-product contact surfaces such as the basic types of equipment, refrigeration units, utensils, lighting devices, ovens and heating units, ventilation and air conditioning (HVAC) systems, and anything which could impact food safety. The objective of cleaning and sanitizing food contact surfaces needs to be cleaned, brushed, sanitized, and drain dried as this will hamper the growth of bacteria that thrive on wet surfaces. Cleaning frequency must strictly be assigned to ensure zero germ atmosphere, though the type of cleaning will require to be identified with the different areas of the workspace. Trucks, Hoses, and other processing equipment inside the food factory can be even sprayed with disinfectants, and sterilization can be done to get rid of yeasts, vegetative bacteria, molds, spore formers, etc. thus extending the shelf life of the product.

4. UTILISATION OF METAL DETECTABLE TOOLS FOR FOOD INSPECTION

The food safety equipment includes the eco-friendly preventative analysis, which detects defects and contamination in the food industry. The food safety equipment implements the procedure of using foreign body detectors and foreign body detection systems for the inspection of food products. The presence of contaminated elements is detected and ejected out by the system. In many cases, the food companies diligently work to ensure the safety and quality of their products and brands. The need for detectable metal equipment is to comply with regulations across the globe while detecting harmful levels of toxins, heavy metals, or pesticides. The food safety guidelines are taken a notch higher with the technologies brought to detect the presence of plastic impurities or metal impurities etc. Also, this method can deter pollutants from remaining inside the system and can be tackled as soon as they are visible using high-tech detectors, as these are hard to inspect with an unaided view. This equipment seems to stay in the food processing industry because of its reliability and is an absolute necessity.

5. ADVANTAGE OF A FOOTBATH IN SAFEGUARDING HEALTH

The foot baths are designed to wash the soles of the shoes. It is usually a method

that THE STAFF follows when they enter the production area. Usually, this is practiced where the food contamination risk is higher as it is a sure sharp method to layer a biosecurity method that helps control the potential hazard of disease spread. So the food industry can benefit from this method of a foot bath. However, it is to be taken into account that the usage of a foot bath will be amplified with every worker running to get the soles cleaned. Hence it is advisable to have the foot bath cleaned with the required subsequent frequency as this would be the optimal way to keep diseases at bay, inside and outside the food industry. Food handlers can be advised to check the proper cleansing of the footbath, and the food safety grade can be leveled up efficiently.

6. ADHERENCE TO EFFECTIVE WASTE DISPOSAL MANAGEMENT

The hotel management should adopt the safety guidelines even in the department of hotel waste disposal, as it would make better sense to the existing business potential. A hotel industry should have an effective waste management system in place, as this can help reduce the already overloaded byproducts of the commercial processes, which need regular disposal techniques to ensure safety for the hotel at large. Hotels can benefit much if they strike and find out a way to make the optimal use of their supplies judiciously. It would do good to sort out and categorize the different types of waste and quantifying it specific to each department from the hotel. According to Erich Lawson, the main types of waste could mainly be office waste (papers, magazines, etc.), household waste(juice tins, bottles, etc.)organic waste(leftovers, fruit n vegetable peels, etc.). All of these can be segregated and disposed of in a hassle-free manner. Also, if we understand the waste hierarchy, [This concept was presented by Waste on Line (2006)] the theory can hold to prevent the ample collection of waste in the waste stream. Also, a proper waste audit can pave the way for the process of productivity from the volumes of waste accumulation through trash compactors and biological processes. A help guide for following the safety procedures for waste reduction can be very useful

.Proper utilization of refillable dispensers for hand sanitizers, soaps, shampoos, and conditioners would go along way in warding off health risks due to the spread of diseases and sicknesses.

.Mostly, it is observed that the general practice of wielding out disposable serviettes actually adds to the accumulation of the waste, which can be discarded to minimize the waste collection and promote good waste management theory. Incorporating the usage of washable cloth products and dishware in the hotel kitchen can help control the pile-up of disposable items.

.There can be a surplus use of paper products in a hotel, which, if curtailed, can lead to effective disposal of waste at the minimum expense.

.Sensible use of water filters is advisable, instead of the usual packaged plastic bottles; the use of packaged drinking water can be reduced for good.

.The optimal use of the supplies and reduction and reuse of packaging materials can save a lot of waste accumulation.

.The logic of using LED lights would save the day.

EFFECTS OF NON COMPLIANCE OF FOOD SAFETY GUIDELINES

Food Contamination

The whole bizarre world of food mania rests on the sole but aesthetically on the availability of fresh food delights. Food contamination, so to say, refers to the presence of harmful bacteria, fungi, or other microorganisms in the food, which can be the root cause of the illness or sickness of the guest at the hotel. Here we need to understand the severity of the situation, as newspapers' reports' about cases of food poisoning, which in some way shows the food industry in a bad light. Majorly the reason cited for the contamination of food surely poses a grave danger, as it clearly reflects the laidback standards of quality, which is quite depreciating for a food sector that depends heavily on the brand name generated over time. This also gravely affects the sales of the food business and have to put up a great deal to smoothen out from the consumer's onslaught of unpleasant accounts. This mainly can even land a hotelier behind bars if the stale or rancid food served at his restaurant brought upon a near-death situation on the guest just because he consumed the whole plate. A bevy of strict rules or a handbook must be followed to prevent health hazards or food-borne diseases. Safety standards or the nominal guidelines usually seem to be on flexible grounds as they can be adapted according to the size of the business/hotel in this case. All foods prepared on orders must adhere to the correct safety standards and be forwarded to customers only if the result is safe to eat and free from food-borne diseases. HACCP(Hazard Analysis and Critical Control Points) is one of a kind of a platform systematically developed for the food processing industry, which even small food handlers or grand hotels should take a cue and follow on the same principles to control food contamination and have a quality check on a regular basis. The FDA recommends this platform to a large extent tall the food sectors as the levels of safety can only be achieved if the control of risk factors is the highest. Food can also get contaminated if the premises or the workspace of the hotel is out of condition, which is usually the place of food preparation and storage. Hygiene and health go together. Hence maintaining the proper suitable conditions for handling and storage of food would really help fight the onslaught of food contamination and other health risks. Food safety legislation has dictated certain rules which majorly check the soundness of healthy and germ-free conditioning of the food preparation area and storage place. Some main conditions include:

- 1.Design of food preparation areas notably under specific requirements of the food hygiene practices and processes, i.e., proper aeration of the chamber; windows, door, walls, ceilings and floors, work surfaces, and washing facilities, should be thoroughly incorporated in the hotel to improve, prepare, store and maintain food in good condition for longer shelf life.
2. Usage of Food Equipment made of appropriate materials to be installed at the hotel work-area.
- 3.Good Quality, Clean, and unpolluted potable water supply for the food preparation and all types of food processes involving cleaning, heating, boiling, steaming, cooling should be available at the hotel kitchen or workplace.
- 4.Proper personal hygiene of the whole staff at the food handling areas in the hotel is to be followed at all times and be thoroughly aware of the practices and factors which may the root cause of any type of food contamination and cross-contamination.
5. Food handlers should check and recheck the supplies if the food used for the

customers are in any way unfit to be consumed or the raw materials that go into the making are germ-free and safe for consumption.

6. Food waste, which can be the consequences of large food orders, or for some other reasons, must be taken away from the place of food preparation at the earliest, and waste disposal services should be intimated. Also, food should be far from access to pests; These can reduce the occurrences of food contamination

7. Staff training or lessons on hygiene, to imbibe the clean way and adopt the understanding of the requirements for their work, goes a long way, as they are the frontline food handlers.

8. Transport used to ferry food must meet the same standards of hygiene as prevention and safety from food contamination.

9. Pest Control measure is a legitimate requirement at any hotel or food-handling base. Hence the sound use of timely pest control methods can alleviate food contamination and ward off a host of food-borne diseases.

SPREAD OF SICKNESS AND DISEASES IN THE WORKPLACE

The unexpected situation or a pandemic sort of a near-end plight like crisis is the equivalent of the spread of disease in the workplace; the situation rapidly reaches far and wide, waiting to infect anyone within the infectious space. The food industry thrives on the supply and processing of fresh produce. However, if things go against the normal climb and meet with a nasty fall, it can surely be blamed on the negligence, poor sanitization methods, or sheer ignorance of non-incorporation of mandatory safety procedures, which are outlined in any Handbook of the food processing industries. This can be defeated if routine checks and inspections or severe sanitization procedures are followed and exceedingly adhered to. If infected, the workplace would accentuate the risk of exposure for the others in and around the hotel. The dangers posed due to the outbreak of a possible contagion is similar to the frosty non-conductive condition as the tip of the iceberg; the spread of disease is rapid when the workforce is exposed to illness. The unmindfulness of certain workers, not realizing they are contagious and don't believe they are carrying germs inside them which may be passed onto the others and can be infectiously threatening for the co-workers and also for the population they deal with, posing a high risk of contracting the disease from the infected persons from the hotel. The hotel bears the onus of taking care of their employees' health concerns; however, it is on the workers' of the hotel to give up malpractices such as tobacco use, alcohol use, inadequate physical activity, intimate the heads about any serious illnesses they are afflicted with, along with the risk factors involved with their occupational setting; The main focus of any food-based industry like the hotel in our case, must get affected immensely with the onset of such a pandemic situation, and also spell the death of vulnerable fragments. The hospitality sector is highly susceptible to health-related crises. Hence the safety measures are still increasingly wanting more apt to be in place with the emergence of many risk enhancers involving large staff work teams. Hence the need of the hour is the principle of conducting business while also being equipped to combat risks and assure safety to the harmonious well-wishers and patrons. Failure to comply with safety measures obviously has the probabilities, possibilities, and endangering uncertainties that may threaten great going businesses, hamper the business's viability, risk the general public health and sum

up as a disastrous venture eventually.

CONCLUSION

The theoretical insight into the prevalence of safety guidelines in the hospitality sectors, which could effectively change a business response, is deliberate and bearing on the hotel industry. As the viewpoint that can be inferred may not be generalized and ascertained for every subject or the tourist visitor, in particular, however, the underlying clear and bold semblance clearly asks for the immediate concern for the clientele and the long-lasting undeterred faith in humanity, which is supremely above businesses and monetary gains. The safety guidelines are the building blocks for an industry to survive. The hotel industry sure is one of the most contributing hospitality fora worldwide. The safety measures and hospitable services are the roads to the guests, visitors, tourists, etc. The main concern for any traveler to decide upon a peaceful stay at the hotel. Food safety guidelines followed in every hotel kitchen space may bring on a breeze of itinerant staycations, which also goes to reinforce the term “Responsible Luxury” with an assuring faith. The compliance to safety measures only rebuilds the untainted strength of influence of the tall standing establishments in the long run and helps reap the goodwill of all those who place human lives above the statistics and economics of business graphs. Safety must be the necessary fundamental lookout in any embarking, as we speak, of the hotel industry per se.

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