

Hygiene Practices in the Restaurants of URAN: A Comprehensive Overview

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Abstract: *This research paper entitled Hygiene Practices in the Restaurants of Uran: A Comprehensive Overview. The core fundamental is to identify that the food provided by the local restaurant is safe and the hygiene standards of the restaurants are on which point on the hygiene scale. The purpose of this paper is to report on the hygiene practices of the local restaurant in Uran, India. In total 100 customers were selected to rate the hygiene of the 11 restaurants of Uran based on hygiene practices and the atmosphere of the restaurant. We asked different questions related to hygiene and food safety related to different people who were customers of the restaurant of the local restaurant of Uran and visited the restaurant more often. The circumstances and procedures required to ensure the safety of food from manufacturing to consumption are known as food hygiene. Any stage of the process—including collecting, processing, storing, distributing, and preparing food—can result in food contamination inadequate planning, and ignorance about personal hygiene. According to the World Health Organization (1984), food hygiene encompasses all necessary conditions and precautions that must be taken during the manufacturing, processing, storage, distribution, and preparation of food to guarantee its safety, wholesomeness, and suitability for human consumption. Consumers may die from foodborne illnesses caused by inadequate food hygiene. Foodborne disease has been linked to poor food storage (45%), cross-contamination (39%), and incorrect reheating or storage (50%). Because of improper preparation and a lack of awareness about personal hygiene, food-borne illnesses have become more common as the number of individuals dining out has increased.*

While doing this survey we got many responses from the customers of the restaurant who have given us the details of the restaurant. In this survey got to see that most of the restaurants are maintaining food safety pretty well and also the hygiene of the restaurant is good but some of the restaurants need some improvement in their hygiene standards but are not very bad at it, they just need some improvement for reaching good point

Keywords: Hygiene Practices, food, Restaurants, customers

I. INTRODUCTION

Uran is a coastal town and part of Navi Mumbai, Maharashtra state in the Konkan division. It lies in the Raigad district, east of Mumbai across the Dharamtar Creek. Uran is primarily a fishing and agriculture village, which has developed into the special economic zone of Uran. The primary languages spoken are Agri and Koli which is a dialect of Marathi-Kokani. The main occupation in Uran is fishing; 80% of the fish production of Mumbai comes from fishermen based out of the Uran in Navi Mumbai, especially the villages of Karanja and Mora. The second major occupation is farming. Uran contributes to the production of rice in the Raigad district. Raigad is the second largest district in terms of rice production in India. Shipping, shipbuilding, and port support are major economic factors in the Uran district.

Food safety (or food hygiene) is used as a scientific method/discipline describing the handling, preparation, and storage of food in ways that prevent foodborne illness. The occurrence of two or more cases of a similar illness resulting from the ingestion of a common food is known as a food-borne disease outbreak. This includes several routines that should be followed to avoid potential health hazards. In this way, food safety often overlaps with food defense to prevent harm to consumers. The tracks within this line of thought are safety between industry and the market and then between the market and the consumer. In considering industry-to-market practices, food safety considerations include the origins of food including the practices relating to food labeling, food hygiene, food additives, and pesticide residues, as well as

policies on biotechnology and food and guidelines for the management of governmental import and export inspection and certification systems for foods. In considering market-to-consumer practices, the usual thought is that food ought to be safe in the market and the concern is safe delivery and preparation of the food for the consumer.

Unsafe food has been a human health problem since history was first recorded, and many food safety problems encountered today are not new. Although governments all over the world are doing their best to improve the safety of the food supply, the occurrence of food-borne diseases remains a significant health issue in both developed and developing countries. Food can become contaminated at any point during slaughtering or harvesting, processing, storage, distribution, transportation, and preparation. Proper food preparation can prevent most food-borne diseases. Food can transmit pathogens which can result in the illness or death of the person or other animals. The main types of pathogens are bacteria, viruses, mold, and fungi. Food can also serve as a growth and reproductive medium for pathogens

Personal hygiene in restaurants and the implementation of hygiene standards for staff is the best way to gain the trust of customers (Maemunah, 2021). The food handlers need to wash their hands well, have good personal hygiene, clean work attire, and carry out regular training to ensure that the food they handle and prepare is safe (Jenie et al., 2016)

According to the World Health Organization (2006), "Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases. On the other hand, food hygiene is the conditions and measures necessary to ensure the safety of food from production to consumption. Therefore, neatness, cleanliness, and hygiene a fundamental requirements of every hospitality establishment to produce safe food for consumption (Käferstein&Abdussalam, 1999). Nevertheless, the majority of the activities including food storage, handling, and preparation are done in an extremely unhealthy environment in restaurants that may create an environment in which bacteria and other infectious agents are more easily transmitted (Fielding et al., 2001; G. M. R. Islam &Hoque, 2013). World Health Organization claimed that food handling personnel play an important role in ensuring food safety throughout the chain of food production and storage (World Health Organization, 1989).

Objectives

- To analyze different Hygiene practices maintain by restaurants of Uran.
- To study Importance of hygiene practices maintain by restaurants of Uran.

II. REVIEW OF LITERATURE

(Jim Renge, on food safety. May 2017)

Food hygiene and safety usually refer to contamination with 'microorganisms' or 'microbes'. Every day, diseases brought on by eating contaminated and unhygienic food cause serious health problems for people all over the world. Good hygienic practices (GHP) to prevent and control foodborne diseases. Foodborne diseases result from eating foods that contain infectious or toxic substances.

The procedures that guard against microbial contamination of food at every stage of the supply chain, from farm to table, are specifically referred to as "food hygiene." A closely related but more general concept is "food safety," which refers to the absence of any potential contaminants or hazards from food. Both names can be used interchangeably in real life. Encouraging food handlers to put the food hygiene lessons they have learned into practice is a significant challenge in the food industry. The circumstances and actions required to guarantee food safety from production to consumption are known as food hygiene. Ensuring the safety of the food produced is an essential prerequisite for any food processing method.

Although it is a fundamental requirement, food safety runs the risk of being disregarded in the creation of successful and productive procedures. Food safety is still a major concern since food-borne illness outbreaks can cost people a lot of money. The circumstances and actions required to guarantee food safety from production to consumption are known as food hygiene. Ensuring the safety of the food produced is an essential prerequisite for any food processing method although it is a fundamental requirement, food safety runs the risk of being disregarded in the creation of successful and productive procedures. Food safety is still a major concern since food-borne illness outbreaks can cost people a lot of money.

(Parliamentary Office of Science & Technology, 2003).

Although this trend has reversed in recent years, food poisoning is still a major concern for the public and the government. The incidence of food-borne illness is significantly influenced by improper food handling. It is possible that improper food handling is responsible for 97% of food-borne illnesses connected to catering establishments.

(Khan Hameed, UNICEF, 2000).

Food preparation, storage, and feeding practices that are not hygienic, inadequate water supplies, unsatisfactory environmental conditions, and poor personal hygiene all increase the risk of food contamination and cross-contamination, particularly in the lower socioeconomic classes. Contaminants that could make a food product unsafe to produce are known as food safety hazards. Insufficient food hygiene practices may result in food-borne illnesses and even death for the consumer. One of the most frequent causes and a significant factor in gastrointestinal disorders (such as acute diarrhea, nausea, vomiting, and abdominal pain), low nutritional status, decreased resistance to illness, and decreased productivity in today's world is contaminated food.

(Subba Rao GM et al., 2007)

The importance of informing food handlers of their obligations regarding food safety has long been recognized by the World Health Organization (WHO). The WHO published the Five Keys to Safer Food in 2001 after developing the Ten Golden Rules for Safe Food Preparation in the early 1990s. Given the significance of safe food for human health, the World Health Organization (WHO) chose food safety as the theme for World Health Day 2015 with the aim of guaranteeing food safety from farm to plate.

Food contamination

Contamination is the term used to describe the unwanted materials that are present during the manufacturing and transportation processes, such as dust and particles. Contaminants are any unwanted materials discovered within the product. These impurities have an impact on the process or product quality. It may occur during the manufacturing, shipping, packaging, storing, selling, or cooking processes. Physical, chemical, or biological contamination are all possible.

The five key principles of food hygiene, according to WHO, are:

- Prevent pathogens from people, pets, and pests from contaminating food.
- To avoid contaminating the cooked foods, keep raw and cooked foods apart.
- To destroy pathogens, cook food for the right amount of time and at the right temperature.
- Keep food in storage at the right temperature.
- Make use of safe raw materials and water.

Significant steps can be taken to lower the risk of contamination, including proper storage, hygienic equipment and workspaces, adequate heating and cooling, avoiding contact with other raw foods, and proper heating and cooling. Airtight and tightly sealed containers that are impervious to water are excellent ways to reduce the possibility of biological and physical contamination while being stored. The risk of contamination can be decreased by using hygienic, clean surfaces and equipment that are clear of chemicals, debris, standing liquids, and different types of food than what is being prepared (e.g., mixing beef and poultry or vegetables and meats). Bacteria can still develop during storage, even in cases where all safety measures have been followed and the food has been prepared and stored properly.

Consumer labeling

The Food Safety and Standards Authority of India is the regulatory body responsible for overseeing food safety and setting standards for food in India. It was founded under the Food Safety and Standards Act, 2006. The highest authority in India for matters pertaining to food is the Food Safety and Standards Authority of India (FSSAI). It is tasked with establishing science-based standards for food articles as well as regulating their manufacture, storage, distribution, sale, and import.

All restaurants and eateries with a certain turnover are inspected by state food regulators to ensure compliance with the new Food Safety and Standards Act of 2011. Apart from mandating that each restaurant falling under its jurisdiction designate a food handler who will be accountable for guaranteeing the safety of the food served there, the Act also stipulates severe sanctions, including imprisonment, for infractions such as adulterating food or maintaining inadequate hygiene on the premises.

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Food safety for hotels and restaurants

Hotels, restaurants, cafes, bars, sandwich shops, and other establishments that prepare food for patrons to eat on site or to go are included in the hospitality sector. Demonstrating the safety of their food handling and preparation procedures and maintaining the records to support it is a crucial need for these businesses.

Food prepared for customers is safe to eat if it is kept clean. It keeps food safe from dangerous microorganisms that can lead to serious illnesses, avoids cross-contamination, helps businesses to follow the law, and safeguards the company's reputation.

During a routine inspection, regulators are required to check the restaurant premises against a number of parameters such as:

Good Manufacturing Practices: There should be chimneys installed in areas where food is prepared, staff restrooms with hot and cold running water, and hand washing stations.

Good Food Hygiene: The workspace, tools, and utensils should be spotless; potable water should be available; raw and processed meats should be kept apart from other foods; surfaces that come into contact with non-vegetarian products should be cleaned properly; cooking oil shouldn't be used repeatedly for frying; refrigerators and display units should be properly maintained and cooled.

Personal hygiene of staff: Food production workers should wear clean, protective clothes, gloves, face masks, boots, hair coverings, and other appropriate attire. They should also frequently use hand washing and disinfection facilities and refrain from allowing unsanitary behaviors like eating, smoking, spitting, and other such behaviors in the areas used for food preparation.

Transportation and handling: Vehicles should be kept clean and free of contamination such as pest infestations; they should have suitable interior linings; raw and finished goods should be transported in separate vehicles; and frozen and chilled food items should be transported at the proper temperatures.

Storage: Chemicals, detergents, and other cleaning supplies should be kept separate from food items, and first-in, first-out stock rotation should be followed to prevent food from deteriorating and spoiling. Appropriate, well-designed storage rooms and areas should have the necessary storage facilities that are impervious to moisture, clean, free of pest infestation, and well-maintained.

High risk foods: Maintaining the cleanliness of juice-dispensing machines, making sure confectionery products are properly refrigerated and have an expiration date clearly marked, cleaning non-vegetable products with potable water, and cleaning and disinfecting the processing area Good quality packaged oil or fats to be used for frying; only approved food additives to be used in recommended quantities for water-based sauces, which must be stored in clear containers with appropriate lids.

Documentation: Every record and document required by the state is available and current.

Seven basic principles of HACCP can be applied to any food business:

Conduct a hazard analysis: analyzed processes and identify where the risks are

Determine the critical control points (CCPs) at each stage where a hazard could occur

Establish the critical parameters, such as cooking temperature and time, cooling temperature and time, and storage temperature and time that must be fulfilled to guarantee food safety.

Establish monitoring procedures, such as visual observations and measuring of temperatures

Choose what to do when something goes wrong or a critical limit is not reached. If it's safe to do so, you can continue cooking or heating the food or clean up spills.

Establish verification protocols to ensure that corrective measures are being implemented. These protocols may involve reviewing documentation, observing the monitor, or inspecting the monitoring apparatus.

Establish record-keeping and documentation protocols to provide food hygiene inspectors with evidence that you are following the necessary safety precautions.

According to the FDA (FDA 2013), identifying and reducing the hazards in each process results in the same level of safety by controlling risk factors in the same way as creating a HACCP plan for each product.

Floors: materials for floors should be easily cleaned, safe to walk on, and kept in good condition.

It is recommended that walls be constructed from long-lasting, non-toxic materials that are easily cleaned and maintained. Similarly, ceilings and overhead fixtures such as pipes, lighting, and cabling should be designed to avoid dirt buildup, condensation, and potential contamination.

Windows: where necessary, insect screens must be installed and they must be built to avoid dirt accumulation.

Doors should be made of non-absorbent material and be simple to clean.

Surfaces: smooth, washable, non-toxic, corrosion-resistant materials that are kept in good condition are the ideal materials for surfaces.

Equipment and food washing facilities: these need to have hot and cold water and be sufficient for cleaning food and utensils.

Personal hygiene

Employees who handle food must maintain proper personal hygiene and be knowledgeable about the procedures and environments that can contaminate food or cause cross-contamination.

In order to stop staff members from contaminating food with bacteria, viruses, or parasites, personal hygiene measures include:

Put on appropriate hygienic attire, such as gloves, a hair covering, and shoes when needed. Don't wear jewelry or watches, and cover your hair.

Avoid contaminating clothing, utensils, cutting boards, raw meat, or eggs with ready-to-eat food.

Avoid handling ready-to-eat food with your bare hands. Hands should always be washed, particularly after handling raw meat, using the restroom, handling waste, cleaning, blowing your nose, and touching objects like phones, light switches, door handles, or cash.

When handling food, avoid smoking, spitting, sneezing, touching your face or hair, and eating. Dry your hands with a paper towel.

If you have an infectious disease, diarrhea, vomiting, open wounds, or skin infections, avoid working in an area where food is handled.

III. RESEARCH METHODOLOGY

The study included social surveys in the form of structured questionnaires which contains questions based on the research for the food hygiene in the restaurants of Uran.

The samples selected for research are 100 local customers of the restaurants of Uran.

In this research we have collected the data from restaurant present in Uran. These restaurants are owned by the local residents of Uran. Here are some of the names of the restaurant, on which we are conducting the study,

GOLDEN POINT
VAISHNAVI,
RAM RATAN,
RAM RATAN SHAMIYANA,
HAVELI,
TANDOOR,
SHAVADI MISSAL,
FOODIES,
FOOD DELIGHT,
BOURBON CAFÉ,
AM TO PM.

IV. DATA ANALYSIS & INTERPRETATION

How often do you visit the restaurant in Uran?

23.5% respondents visit the restaurant regularly

35.3% respondents visit the restaurant some time

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19.6% respondents visit the restaurant occasionally

21.6% respondents visit the restaurant rarely

Rate the hygiene standards maintained by the local restaurant of uran

27.5% respondents says the hygiene is excellent

33.3% respondents says the hygiene is good

39.2% respondents says the hygiene is satisfying

0% respondents says the hygiene is unsatisfying

Sanitizing material is available for the guest

43.1% respondents says the restaurant have sanitizing spray

43.1% respondents says the restaurant have sanitizing hand wash

13.7% respondents says the restaurant have washbasin facilities along with clinical soap

0% respondents says the restaurant have use and throw material

Were the cutlery & crockery up to the hygiene standards?

31.4% respondents says the cutlery & crockery were excellent

29.4% respondents says the cutlery & crockery were good

37.3% respondents says the cutlery & crockery were satisfied

5% respondents says the cutlery & crockery were unsatisfied

Cleaning product is available for guest in washing station?

64.7% respondents says that the restaurant have soap or hand wash

25.5% respondents says that the restaurant have hot lime water

7.8% respondents says that the restaurant have disinfectant solution

2% respondents says that the restaurant have mouth wash

Were the furniture & linen up to the hygiene standards?

41.2% respondents says the furniture & linen of the restaurant was excellent

35.3% respondents says the furniture & linen of the restaurant was good

19.6% respondents says the furniture & linen of the restaurant was satisfied

5% respondents says the furniture & linen of the restaurant needs improvement

Pest control mechanism are placed in the restaurant

47.1% respondents says that the restaurant have fly zapper for the pest control

33.3% respondents says that the restaurant have herbal fragrance for the pest control

5% respondents says that the restaurant have mousetrap for the pest control

13.7% respondents says that the restaurant have all of the above

Limitations

1. There are many different types of restaurants, from tiny to huge, and because covering them all would be extremely difficult, the study and survey can be seen as the limitation of the study.
2. One hundred Respondents to the poll provided their views on Uran's hygiene practices. However, as everyone knows, opinions vary, further restricting the scope of the study. The main source of data for the study was primary data and secondary data so the chances of unbiased information are less.
3. Lack of information constitutes a shortcoming of the study
4. Subgroups were too small to conduct factor analyses on them separately

V. CONCLUSION

This research paper includes an in-depth analysis of the hygiene standards maintained by restaurants in uran. The paper encompasses the people's thoughts towards hygiene practices maintained by the restaurants.

The restaurants of uran are maintaining the hygiene standards by keeping the safety rules and hygiene rules on the restaurants workers they have to wear proper clean uniform all the time and some of the restaurants also have made the workers wear gloves and hair net while handling the food and while going in front of the guest.

The restaurant industry is one of the fast-growing service-oriented industries in India. To ensure the quality of the restaurant, it is essential to assess the hygienic condition that prevails in the restaurant. On that basis, the present study

was undertaken to find out the hygiene practices in the selected restaurants. The finding of this study revealed that the infrastructure of the restaurants, catering sets, hand washing facilities, and food disposal system was in acceptable condition.

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