



The Implementation of Hygiene and Sanitation in the Dining Room Area of Yugo Restaurant, Vega Hotel Gading Serpong

Felix Nando^{1*}, Gladys Giandi Zahra², Jennifer Lawrence³, Rivabel Evelyn⁴, Viona Lovina Liementara⁵

^{1,2,3,4,5}Matana University, Tangerang, Indonesia

*Corresponding author email: felix.nando@student.matanauniversity.ac.id

Abstract

Hygiene and sanitation play a crucial role in the restaurant industry to maintain cleanliness standards. Hygiene refers to health practices that aim to maintain personal and environmental cleanliness from factors that can affect them, while sanitation is a preventive measure focusing on environmental health. The aim of this study is to examine the implementation of hygiene and sanitation at Yugo Restaurant, Vega Hotel Gading Serpong. The research uses a qualitative method with data collection techniques including observation, interviews, and documentation. The results from interviews indicate that the implementation of hygiene and sanitation at Yugo Restaurant is well-applied and in accordance with Standard Operating Procedures (SOP), which helps minimize food contamination, prevents the transmission of diseases, viruses, and bacteria that could harm customers. A good implementation of hygiene and sanitation is expected to prevent undesirable incidents and maintain the restaurant's quality.

Keywords: Hygiene, sanitation, restaurant, health.

1. Introduction

The tourism sector is one of the key contributors to a country's economy and presents significant business opportunities for further development by the government. Hotels are an essential component of the tourism industry, as their presence facilitates accommodations for travelers. In addition to providing lodging, hotels also offer various supporting facilities, such as restaurants, which enhance guests' overall experience during their stay (Azzahrah & Elvira, 2024). Hotel restaurants are fundamental in ensuring guest satisfaction and maintaining a hotel's reputation. A well-managed restaurant not only provides diverse and high-quality culinary options but also upholds strict hygiene and sanitation measures to prevent foodborne illnesses (WHO, 2020). The implementation of proper hygiene and sanitation in hotel restaurants involves multiple aspects, including food handling procedures, cleanliness of dining areas, and personal hygiene practices among employees (Codex Alimentarius, 2021). These factors are essential to ensuring consumer safety and regulatory compliance. However, in some establishments, these hygiene measures are often overlooked, leading to potential health risks and customer dissatisfaction (Han & Hyun, 2017).

Despite the existence of Standard Operating Procedures (SOPs) for hygiene and sanitation, many restaurants struggle with consistent implementation due to a lack of staff training, resource limitations, or management oversight (Pizam, 2021). Consequently, this study aims to examine the implementation of hygiene and sanitation practices at Yugo Restaurant, Vega Hotel Gading Serpong. By assessing these practices, the research seeks to identify areas for improvement and provide recommendations to enhance overall hygiene standards. This study builds upon previous research, such as "The Implementation of Hygiene and Sanitation in Public Restrooms at Beverly Hotel Batam," but shifts the focus to restaurant settings, where food safety and cleanliness directly impact guest experiences and business success.

The findings of this research are expected to contribute to the continuous improvement of hygiene and sanitation standards in hotel restaurants, providing valuable insights for hotel managers, restaurant operators, and policymakers. By ensuring strict adherence to sanitation protocols, hotels can elevate their service quality, enhance guest satisfaction, and strengthen their competitive advantage in the hospitality industry.

2. Literature Review

Hygiene and sanitation play a crucial role in maintaining health, both in daily life and within the food industry. These two concepts are closely interrelated and have a significant impact on preventing diseases and ensuring a healthy environment. As will be discussed regarding hygiene and sanitation at Yugo Restaurant, Hotel Vega Gading Serpong, these aspects are essential in maintaining food quality and consumer health. As a food service provider, the restaurant bears a great responsibility to ensure that every aspect of its operations meets established standards. This responsibility not only pertains to disease prevention but also contributes to preserving the restaurant's reputation and customer satisfaction.

Hygiene is an important factor in maintaining overall health. By practicing cleanliness, we can better understand how the surrounding environment influences our well-being. Moreover, proper hygiene practices play a crucial role in preventing the spread of infectious diseases and ensuring public health safety (Aiello & Larson, 2002). Examples of maintaining hygiene include washing hands with clean water and soap to eliminate germs and diseases, cleaning dishes to ensure equipment sanitation, and disposing of spoiled or inedible food to protect against unsafe consumption (Food Standards Agency, 2017).

Sanitation, on the other hand, refers to preventive measures aimed at maintaining human environmental health. Its goal is to ensure that individuals, food, workplaces, and equipment remain hygienic and free from contamination by bacteria, insects, or other pests. Additionally, food sanitation seeks to guarantee food safety and sterility, protect consumers from diseases, prevent the sale of harmful food products, and reduce food spoilage or waste (Muniff & Hawagustin, 2018). In the food industry, sanitation involves cleaning all surfaces, such as floors, tables, utensils, and even the workers who come into direct contact with food. Through effective techniques, sanitation eliminates harmful microorganisms and reduces the presence of other undesirable germs without compromising the safety or quality of the food being consumed (Food Manifest, 2023).

Restaurants are among the most competitive businesses in the industry. Therefore, restaurant owners must implement strategic measures to attract new customers and retain existing ones, thereby fostering customer loyalty. Key factors influencing customer retention include food quality, service quality, price fairness, and the physical environment of the restaurant. By focusing on these elements, restaurants can enhance customer satisfaction and loyalty (Sulek & Hensley, 2004).

By implementing adequate hygiene and sanitation standards, Yugo Restaurant, Hotel Vega Gading Serpong can provide a safer and more comfortable experience for its customers. Consumers will feel more confident that the food they enjoy is safe and does not pose health risks, ultimately enhancing their satisfaction and loyalty toward the restaurant.

Furthermore, a restaurant that consistently upholds cleanliness and sanitation practices can build a positive image in the eyes of its customers. Maintaining hygiene and sanitation standards not only boosts the restaurant's reputation but also minimizes potential health risks that could harm its business. Regular monitoring and evaluation ensure that all hygiene and sanitation procedures are well-executed, allowing customers to enjoy food that is not only delicious but also safe to consume.

3. Research Methods

The method employed in this study is the qualitative method. Qualitative research is conducted on natural objects, aiming to understand meanings, develop hypotheses, and construct phenomena (Sugiyono, 2020). The researcher chose this method to gain further understanding of hygiene and sanitation in the environment of Vega Hotel Gading Serpong's restaurant through descriptive data. Data collection was conducted using three primary methods: observation, interviews, and documentation. These methods were deemed appropriate for obtaining in-depth and comprehensive data.

The observation method allowed the researchers to directly observe the hygiene and sanitation conditions at Vega Hotel Gading Serpong's restaurant. The interview method provided an opportunity to gather detailed and in-depth information from those directly involved, while the documentation method complemented the data collected by the researchers.

The sampling technique used in this study was purposive sampling, in which participants were selected based on their relevance and involvement in the implementation of hygiene and sanitation at the Vega Hotel restaurant. The research participants consisted of five individuals, including employees (staff/trainees) who have knowledge and responsibility for hygiene and sanitation policies and practices.

Data collection for this study took place on November 17, 2024, with structured interviews conducted to ensure consistency in the questions and facilitate data analysis. The researcher served as the primary instrument for conducting direct interviews, observations, and the collection of related documents to ensure the accuracy and validity of the data obtained.

The data analysis technique applied in this study followed the qualitative data analysis approach developed by Miles and Huberman (1992), which involves data reduction, data presentation, and drawing conclusions. Data reduction was carried out by selecting, focusing, and summarizing the data obtained through observation, interviews, and documentation. Data presentation was conducted by organizing the collected data into a narrative form that is

easy to comprehend. Meanwhile, conclusions were drawn to identify patterns or findings relevant to the results of the data analysis.

With this combination of methods, this study aims to provide a clear and in-depth depiction of hygiene and sanitation at Vega Hotel Gading Serpong's restaurant

4. Results and Discussion

Through a series of in-depth interviews with employees responsible for implementing hygiene standards at Yugo Restaurant, Hotel Vega Gading Serpong, located at Paramount Skyline Complex, Jl. CBD Barat No. Lot #1, Curug Sangereng, Kec. Klp. Dua, Kabupaten Tangerang, Banten 15810, several key findings were obtained from this study regarding the practices and challenges faced in maintaining sanitation and hygiene quality in the Yugo Restaurant Dining Room area.



Figure 1: Dining Room Area

Consistency in the application of sanitation and hygiene practices among employees is greatly influenced by individual habits. In this study, a gap was found between the established standards and the behavior of some employees at Yugo Restaurant, who occasionally showed indifference to basic rules, such as ensuring that the Dining Room remains free of food stains or drink marks, as well as maintaining personal hygiene, such as washing hands regularly (Muniff & Hawagustin, 2018). However, not all employees at Yugo Restaurant displayed such behavior, as most of the interviewees reported following the company standards to ensure proper hygiene and sanitation practices.

In addition to employee behavior, Yugo Restaurant also implements routine practices to conduct general cleaning in the Dining Room area by dividing the task into teams. These teams are responsible for cleaning the entire restaurant area using appropriate cleaning chemicals to ensure that the area is both clean and sanitized. After cleaning, the area is rechecked by the restaurant supervisor. Employees are also required to sterilize the equipment and utensils used by guests during their dining experience at Yugo Restaurant. This is done to guarantee cleanliness in the Dining Room and ensure that the equipment used by guests is safe and hygienic. Yugo Restaurant Hotel Vega Gading Serpong prioritizes guest satisfaction and health. To support this, the restaurant ensures that all employees are in good health by providing routine Medical Check-Ups (MCU) and conducting daily grooming inspections before the restaurant opens to prevent contamination of food.



Figure 2: Utensils & Equipment

The grooming inspection at Yugo Restaurant Hotel Vega Gading Serpong includes ensuring that employees have neat hair tied with a hairnet for female staff, short nails, and wear gloves to prevent direct contamination of food. The purpose of the daily grooming inspection is to ensure that each employee working in the Dining Room maintains good personal hygiene and to build trust with guests, showing that the hotel cares about the cleanliness of its staff.

This theory is supported by several references, such as, "Sanitation is defined as access to and use of facilities and services for the safe disposal of human excreta. In addition to preventing disease by avoiding contact with pathogens or parasites contained in excreta, sanitation also aims to promote human dignity and well-being" (WHO, 2019). Therefore, sanitation involves actions to maintain a clean and healthy environment, which indicates protection from diseases. Creating such an environment must be carried out to prevent the growth of harmful bacteria that could harm humans. According to Aiello & Larson (2002), sanitation science is the application of principles aimed at improving, maintaining, or restoring good health in humans. Based on this explanation, sanitation practices are essential for improving human health. Meanwhile, according to Muniff & Hawagustin (2018), sanitation in the food industry refers to cleaning all surfaces, including floors, tables, and equipment, as well as workers who come into contact with food products, through effective treatments to eliminate harmful microbes that threaten public health, substantially reducing other unwanted microbes without compromising food safety for consumers.

Overall, Yugo Restaurant Hotel Vega Gading Serpong has demonstrated a strong commitment to implementing sanitation and hygiene practices that comply with the company's Standard Operating Procedures (SOP), such as using gloves when serving guest orders, conducting routine employee inspections, and performing general cleaning every week in the Dining Room area. With these efforts, Yugo Restaurant ensures a safe and comfortable dining experience for its guests.

5. Conclusion

Based on the results of the research conducted at Yugo Restaurant, Hotel Vega Gading Serpong, it can be concluded that the implementation of hygiene and sanitation in the Dining Room area has been carried out well and aligns with the hygiene and sanitation indicators analyzed. This fulfills the research objective, which was to identify the implementation of hygiene and sanitation in the restaurant's Dining Room area.

The implementation of hygiene by employees is evident in actions such as maintaining personal cleanliness, washing hands with soap before handling guest orders, wearing gloves while carrying food, and conducting regular grooming checks, including maintaining neat hair and trimmed nails. These practices demonstrate the employees' commitment to maintaining food hygiene and preventing contamination, thereby ensuring the safety and comfort of the guests.

Meanwhile, for sanitation indicators in the Dining Room area, weekly general cleaning is routinely conducted by assigning tasks to several teams. Cleaning is performed using appropriate chemical solutions to ensure the cleanliness and hygiene of the Dining Room area. However, it was observed that some food and beverage stains in certain areas were overlooked. Nevertheless, overall, the Dining Room area can still be considered clean and comfortable from the guests' perspective.

Therefore, it can be concluded that the implementation of hygiene and sanitation at Yugo Restaurant has met the established Standard Operating Procedures (SOP). However, stricter supervision is necessary to ensure that all employees consistently adhere to the SOP and to address shortcomings, such as residual stains in certain areas.

The researcher hopes that the findings of this study can serve as a reference for companies in the Food and Beverage (FnB) sector to adopt proper hygiene and sanitation practices, as demonstrated in the Dining Room area of Yugo Restaurant, Hotel Vega Gading Serpong.

References

- Aiello, A. E., & Larson, E. L. (2002). What is the evidence for a causal link between hygiene and infections? *The Lancet Infectious Diseases*, 2(2), 103–110. [https://doi.org/10.1016/S1473-3099\(02\)00184-6](https://doi.org/10.1016/S1473-3099(02)00184-6)
- Azzahrah, A. N., & Elvira, V. F. (2024). *Food Sanitation in Restaurants*. *Jurnal Kesehatan Lingkungan Indonesia*, 43(1), 19-26.
- Codex Alimentarius. (2021). *General principles of food hygiene: Good hygiene practices (GHP) and the hazard analysis and critical control point (HACCP) system*. FAO & WHO. <https://www.fao.org/fao-who-codexalimentarius>
- Food Manifest. (2023). *Food sterilization: Process, benefits, and contribution to food safety*. <https://foodmanifest.com/food-sterilization-process-benefits-and-contribution-to-food-safety/>
- Food Standards Agency. (2017). *Personal hygiene*. <https://www.food.gov.uk/business-guidance/personal-hygiene>
- Han, H., & Hyun, S. S. (2017). Impact of hygiene and sanitation on customer satisfaction in the hospitality industry. *International Journal of Hospitality Management*, 64, 1–10. <https://doi.org/10.1016/j.ijhm.2017.03.012>
- Han, H., Back, K. J., & Barrett, B. (2009). Influencing factors on restaurant customers' revisit intention: The roles of emotions and switching barriers. *International Journal of Hospitality Management*, 28(4), 563–572.
- Miles, M. B., & Huberman, A. M. (1992). *Qualitative data analysis: An expanded sourcebook* (2nd ed.). Sage Publications.

- Muniff, F., & Hawagustin, E. (2018). Implementation of S.O.P hygiene and sanitation of food processing at Burger King Restaurant Jakarta, Branch Cibubur. *Jurnal Hospitality dan Pariwisata*, 4(1), 1–10.
- Naseer, R., & Wahab, M. (2020). Factors affecting customer retention in the restaurant industry: Moderating role of restaurant location. *Journal of Business and Tourism*, 6(1), 1–15. <https://doi.org/10.34260/jbt.v6i1.150>
- Pizam, A. (2021). The importance of hygiene and sanitation in hotel operations. *Journal of Hospitality and Tourism Insights*, 4(3), 243–258. <https://doi.org/10.1108/JHTI-08-2021-0156>
- Ryu, K., Lee, H. R., & Kim, W. G. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions. *International Journal of Contemporary Hospitality Management*, 24(2), 200–223.
- Sulek, J. M., & Hensley, R. L. (2004). The relative importance of food, atmosphere, and fairness of wait: The case of a full-service restaurant. *Cornell Hotel and Restaurant Administration Quarterly*, 45(3), 235–247. <https://doi.org/10.1177/0010880404265345>.
- World Health Organization. (2019). *Sanitation and hygiene*. <https://www.who.int/docs/default-source/infographics-pdf/healthy-environment/infogr-he4-sanitation-hygiene-20082019-od-web-pages-2.pdf>
- World Health Organization. (2020). *Food safety, hygiene, and sanitation in hospitality*. World Health Organization. <https://www.who.int/foodsafety>