

ABSTRACT

ELGARIO, SHEILA B., and VILLAFLOR, ALBERT D., (2013).

Mariners' Polytechnic Colleges, Panganiban Drive, Naga City. "THE EFFECT OF SANITATION PRACTICES OF THE CLUBHOUSE RESTAURANT AT CWC, PILI, CAMARINES SUR ON SAFETY AND CUSTOMER SATISFACTION".

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The purpose of this study was to determine the effects of sanitation practices of the Clubhouse Restaurant CWC, Pili, Camarines Sur on Safety and Customer Satisfaction. Specifically, this study aims to answer the following questions; 1. What are the common sanitation practices in the kitchen and dining areas in clubhouse restaurant? 2. What are the sanitation practices of the CWC Restaurant along food preparation and food service?

The Resort Manager, Service Crew, Store Man, Executive Chef, Assistant Chef, Cashier, Dishwasher, Trainee or Student, Production Crew, Pantry and Customers of the CWC Restaurant were considered as the respondents of the study. The study revealed the different sanitation practices followed by the management of CWC Restaurant.

Findings show that for those practices that the respondents commonly do in the kitchen, Rank 1 and the highest were 1) having a store room for goods and utensils and 2) washing the utensils immediately after use with 30 respondents each. Rank 3 was spraying the kitchen premises with insecticide as scheduled with 28 respondents. For the common sanitation practices done in the dining area of CWC Clubhouse Restaurant, the highest were 1) the dining table are sanitized every after used of the customer and 2) spoons and fork are sterilized with 29 respondents each and both ranked first. Food are covered when not in service with 25 respondents ranked third.

Along food preparation, data show that the respondents were aware of the sanitation practices. Ranked 1 with a mean score of 3.63 was the observance of the "first-in-first-out policy".

Ranked 2 were staff are always washed their hands thoroughly before preparing food (3.3); and keeps their hair tied back and wear a hat or hairnet when preparing food (3.3). These top practices were interpreted as Highly Practiced. The rest were moderately practicing the six basic sanitation practices in the food service with mean scores ranging from 2.93 to 3.09 interpreted as Moderately Practiced.

Along the effect on safety, customers did not get diseases after dining in the Camarines Sur Watersports Complex (CWC) Clubhouse Restaurant had 3.36 interpreted as High Effect and ranked 1. Rank 2 was CWC Clubhouse can maintain food quality (3.27) interpreted as with High Effect. This shows that this restaurant had staff capable of serving quality food. Along effect on customer satisfaction, data show that all of the sanitation practices had moderate effects with mean scores ranging from 2.84 to 3.2.

The conclusions were: 1) The CWC Clubhouse Restaurant observe sanitation practices in the kitchen and dining area; 2) CWC Clubhouse Restaurant complies with the different sanitation practices along food services; and 3) The sanitation practices had high effect on the food safety of customers at CWC Clubhouse Restaurant and these had a moderate effect on customer satisfaction.

The study recommends that since all staff of CWC restaurant attained a high level of compliance in awareness of sanitation practices, the Supervisor must assess the actual sanitation practices to achieve 100% compliance. Further, the management of the CWC restaurant must conduct a seminars or trainings on food preparation and food service that would improve their skill.