

placement project

by Babul Hussain

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A research on knowledge on food safety and kitchen hygiene in the hospitality sector

Module (BMIH6006, BMIH6008)

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Abstract

Food is essential for all people on the planet; without it, we would perish. Whenever it comes to completing a hospitality organization's operations, appropriate food and beverage administration is essential. Throughout this study project, I attempted to assess the existing state of food safety and hygienic elements associated with the Swansea Marriott Hotel's foods and services, as well as to determine the hurdles to good food service. This study project has been undertaken to utilize survey technique, survey questions data gathering technique and concluded using a quantitative approach. A random sample procedure was employed to obtain information from individuals for the study plan. Managers, staff, and consumers of the company are among the participants in the study project. The questionnaire was constructed to gather information from the respondents, and the analysis of the findings received from the responses was reviewed using statistical methods. Following the analysis of the study data, certain recommendations were offered, and organizations that can adopt these procedures into their business operations will be more successful and obtain better market advantages. Interested parties in the organization will be able to comprehend the data's conclusion thanks to a clear schematic diagram goal and provided answers will be met.

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Section 1: Introduction

Among all the industries in a country, hospitality organisations have to think about the safety of the customers because they come into direct contact with the customers the most. There are different sectors of a hospitality organisation and these sectors have to cooperate appropriately to come up with the best output for the organisation. Food and beverage are some of the core sectors of a hospitality organisation and these sectors have a vital role in the customer satisfaction of the organisation. A hospitality organisation has to be careful about food safety and hygiene for the customers of the organisation as they save the consumers from foodborne illnesses and food poisoning. When viruses, bacteria or other pathogens invade food and make people sick then it is called food poisoning (Baum, 2011). Though the treatment of food poisoning and foodborne illness is easier to come up with a remedy, sometimes it can be fatal for the consumers. According to the research of the Food Standard Agency, there are about 2.4 million cases of foodborne diseases in the UK per year and research has shown that in the UK about 180 people dies due to foodborne illness caused by 11 pathogens. So, the food and beverage sector should be a prime factor in the service of hospitality organisations that are serving a specific market. We can understand that the safety of food and proper management of them have a core impact on the business outcome and customer satisfaction. Every hospitality organisation have to be careful about the food safety and hygiene of the products that they are offering to their customers. Foodborne infections are often regarded as one of the world's most serious health issues (Garayoa, Vitas, Díez-Leturia and García-Jalón, 2011). In the wake of widespread incidents of contaminated food, food hygiene training has become a top focus in the hospitality industry. The purpose of the study is to look at food standards and workplace cleanliness. This is owing to the number of food processors that get hygiene training in a hotel, although food poisoning incidents still arise as a consequence of improper food handling procedures. While working in the Swansea Marriott Hotel, I have witnessed some activities conducted by the employees working in the food operations sector which may result in foodborne disease and food poisoning. Management of raw food has a great connection with foodborne diseases and if the cook and other employees related to food preparation fails to manage the foods properly this may be cause foodborne diseases. I have noticed that people aren't concerned about the cleanliness of the equipment that they are using while preparing food for the customers. In this research project, we will talk about different aspects of food safety and hygiene, what are the causes that are influencing foodborne diseases and what are the processes that may help the

organisation to come up with better practices to maintain the food safety of the organisation. Educating the safety of food techniques, correct food preparation, providing a safe atmosphere, and ensuring the cooking is free of germs to prevent contamination are all covered by the study. The majority of the existing research publications and journals in the hospitality industry focused on health safety in the workplace. In recent years, however, food mismanagement has become a major factor in the spread of foodborne infections. Catering establishments are responsible for almost 90% of foodborne diseases. It is necessary to research to have a better understanding of food safety and kitchen cleanliness.

Research Aim

The goal of the study is to assess the understanding of food safety and kitchen cleanliness among the employees of the Swansea Marriott Hotel.

Research objective

- To assess current literature to find ideas and concepts for developing kitchen food hygiene
- To analyse procedures in the hospitality industry that can lower the risk of contamination and enhance hygiene
- To provide solutions that might help food handlers in the kitchen have a better understanding of food safety and hygiene issues.

Research Questions

- What are the food safety and hygiene processes that have existed in the food and beverage sector of the Swansea Marriott Hotel?
- What are the standard processes to decrease foodborne diseases in the business area of the organisation?
- What measures can be taken by the organisation to overcome the problems that are causing an unwanted situation in the food processing and service area of Swansea Marriott Hotel?

Communication with the organization's personnel will assist me in gathering evidence essential to completing the study project. Then we'll analyse them to make a judgement about the organization's food standards and cleanliness variables, as well as how this procedure may be enhanced to reduce the rate of unfavourable occurrences involving this component. Some

suggestions will be provided to help the company attain the greatest results from its business operations.

Section 2: Review of Literature

Some features of a theme can be properly investigated while undertaking a research study on it. However, there may be more material related to that specific issue. Due to preconceptions, there may be a constraint inside the investigator that prevents the study effort from reaching an honest conclusion. Assessment of other individuals' perspectives on the same or similar topics might assist the investigator to see things from alternative perspectives and removing biases. Similarly, looking from diverse perspectives and about different difficulties may assist the researcher to deliver a desired conclusion from the project and boost the usefulness and productivity of the research undertaking. A review of the literature is the term for this procedure. In a literature review, the composition is also required in addition to deriving an adequate outcome from the empirical facts. This is important for every research project.

Kamboj, S., Gupta, N., Bandral, J., Gandotra, G. and Anjum, N., 2020. Food safety and hygiene: A review. *International Journal of Chemical Studies*, 8(2), pp.358-368.

Food hygiene denotes the conditions and processes that must be observed to assure food security from the moment of the manufacturer to the final of ingestion. Food can get tainted at any point during slaughter, harvest, preparation, preservation, transport, transmission, and processing. According to the World Health Organization (WHO), food hygiene refers to the conditions and processes that must be followed during the manufacture, handling, warehousing, transport, and processing of food to ensure that it is sanitary, healthful, and delicious. A lack of basic food hygiene can lead to foodborne diseases and consumer fatality. Foodborne illness has been associated with mistreatment or warming (50%) as well as inadequately stored food (45%) and cross-contamination (39 per cent). A surge in the number of people eating out has contributed to the emergence of foodborne disease due to improper cooking and an absence of general hygiene competence. These influencing elements are a sign of a lack of awareness and implementation of food standards. HACCP, or Hazard Analysis and Critical Control Points, is an organized food safety technique that recognises bacteriological, microbiological, and harmful circumstances in mass production techniques that could direct to deadly finished goods and develops methods to reduce these risks to an appropriate stage. FDA and USDA require HACCP procedures for drink and poultry as an important methodology of ensuring food hygiene and protecting general wellbeing. Food security requires food regulations education, which is a key component of the

HACCP approach. Throughout most cases, 'microorganisms' or 'microbes' pollution is recognized as safe food handling. Day after day, millions around the globe suffer from disorders carried on by the intake of filthy and unsafe food. Use appropriate hygiene procedures to prevent and control foodborne diseases. Pathogens infections are caused by eating prepared foods that contain infectious or harmful substances. Hygiene standards correspond to practices that prevent bacterial foodborne illness at every level of the food distribution chain, from the producer to the eatery. Food security is a comparable but broader concept that relates to making sure that meal is clear of contaminants and dangers. In truth, either term can be applied interchangeably.

Fung, F., Wang, H. and Menon, S., 2018. Food safety in the 21st century. *Biomedical Journal*, 41(2), pp.88-95.

Considering food is important for survival, nutrition is a basic human right. Millions of individuals all through the world are at risk of consuming poisonous food. Huge numbers of individuals get ill each year, and large numbers perish. Inside the food supply chain from product to fork/plate, bacterial, pharmacological, human, and sanitary conditions are all challenges. In the old days, human calamities and economic instability have been described as a result of intentional or unintended personal behaviour, as well as government incapacity to preserve quality and food safety. Chemical pollution was the primary cause of previous epidemics, whereas microbiological infections are the primary cause of present epidemics. These agents' Disability Adjusted Life Years have the greatest impact on children under the age of five, the old, and the sick. Rapid and precise identification of pathogenic pathogens is critical for ensuring food safety and preventing avoidable foodborne infections. Antigen-based analyses and polymerase chain reaction panels are being used to replace culture-based testing because they are quicker and more sensitive. Using nucleic acids, antibodies, and other biomarker tests, innovative technology such as Nuclear Magnetic Resonance combined with nanomaterial may detect various target microbial infections' DNA or proteins. The major duty is with food manufacturers, importers, processors, and sellers, but consumers must be cautious and knowledgeable. To protect public and individual health, government authorities must enforce food safety rules. Medical professionals must stay committed to preventing foodborne infections and may explore using safe nutrition treatment to treat conditions under adequate medical monitoring.

F. Käferstein, M., 2022. *Food safety in the 21st century...* [Online] PubMed Central (PMC). Available at: <<http://www.ncbi.nlm.nih.gov/pmc/articles/pmc2557642/>> [Accessed 11 March 2022].

Notwithstanding a rise in the number of cases of foodborne disease, many public health institutions fail to realize the global significance of food safety. Bacterial infection, diarrhoea, enter haemolytic uremic syndrome *Escherichia coli* infections, hepatitis A, as well as other illnesses have become crises in either developed or emerging nations. Additionally, many of the newly discovered or re-emerging infections are dangerous or can transmit via food and/or water supplies. More foodborne diseases are likely as a result of changing production techniques, processes, behaviours, and behaviours. In response to weather and population shifts, infectious diseases are expected to grow at the beginning twenty-first century, especially in emerging countries. Changes in bacterial as well as other ecological processes, as well as depleting freshwater supplies, are only a few instances. Conditions that occur in a direct degradation of sanitation and the relatively close habitat, on the other hand, would represent a far greater risk to food standards. Amongst these include demographic ageing, rapid urbanisation and immigration, and huge preparing meals as a result of population growth and shifting dietary habits. Because of tourism and large global food and feed commerce, food and feed-borne illnesses are expanding beyond boundaries. New ways for recognizing, tracking, and evaluating foodborne hazards will be necessary to address the tremendous challenge of food production in the twenty-first century. Food safety should be improved and completely examined utilizing both traditional and cutting-edge technology. Where regulation allows, this should be done, but users should be obligated to comply, and user training and skilled chef operators should be a priority.

Özçakmak S, Molaei-Aghaei E. Food safety requirements for the COVID-19 pandemic in bakery manufacturing: a review. J food safe & hygiene 2021; 7(3):125-134

The World Health Organization has released guidance for manufacturers on how to keep producing throughout a coronavirus outbreak, which should be taken into account in the COVID-19 control of healthcare and social activities. Healthcare control systems should contain standards specified by other government entities or regulatory authorities. This will make food safety and outbreak control, as well as regulatory punishments, easier. As far as can be observed, the food industry has not yet fully implemented the new COVID19 control procedures. Both food safety and COVID-

19 pandemic circumstances are regarded to be in urgent need of administration of safety manufacturing conditions that take into consideration pandemic guidelines and also official controls of food makers. Additional steps to be done in Bakery Production regarding COVID-19 has been stated in this review, assuming that all regulatory prerequisites for food hygiene are met. The whole study serves as a reference for bakery entrepreneurs by revealing which standards are contained in the Readiness Strategy, which was created by regulators to ensure secure industrial agricultural systems through the COVID-19 epidemic and specified broad systems and practices.

Manning, L., 2018. The value of food safety culture to the hospitality industry. *Worldwide Hospitality and Tourism Themes*, 10(3), pp.284-296.

The purpose of this study was to examine current literature in the field of food safety, with a focus on the relationship between food safety standards, food safety management systems (FSMS), and food safety attitudes. This is the opening article in a subject, especially of *Worldwide Hospitality and Tourism Themes*, and it discusses the relevance of food safety and quality culture measurement. This research covered scholarly research on food safety management systems and food safety culture, as well as developing tools and methodologies for determining their efficacy. The Food Safety Management System (FSMS) provides a framework for assessing the resources needed, as well as the processes, regulations, supervision, and verification that are required to supply safe food. However, the literature has discovered a performance gap between desired and actual food safety procedures. Many people refer to the factors, rituals, and behaviours that buffer this division as "food safety culture." It has been demonstrated that food safety knowledge does not always translate into food safety behaviour. As a result, the knowledge–experience–attitude–behaviour dynamic of food safety culture is critical and warrants more empirical investigation in the hospitality business. Practitioners, researchers, and other stakeholders in the hotel business will find the study useful.

Kassa, H., Silverman, G. and Baroudi, K., 2010. Effect of a Manager Training and Certification Program on Food Safety and Hygiene in Food Service Operations. *Environmental Health Insights*, 4, p.EHLS4717.

In the United States, food safety has become a major public health concern. Dining at restaurants and food service businesses has been linked closely to foodborne illness outbreaks. Meal safety courses and qualifications for food managers have been utilized to reduce food safety breaches in

food service establishments. Nevertheless, there is no solid evidence that such training courses are successful in enhancing food safety and safeguarding consumer health. The goal of this study was to see if food manager training may help reduce food safety infractions. Researchers analysed food hygiene infractions between restaurant facilities and services with a wide range of food administrators from those without certified food managers using food inspection records from the Toledo/Lucas Local Health Department (Ohio) from March 2005 to February 2006. Companies with trained and qualified food supervisors had a lower number of serious product safety hazards but a higher number of non-critical infractions than those without. The number of infractions was not affected by accreditation, and corporate restaurant work establishments had much fewer infractions than restaurants. Additionally, restaurants with a strong distribution network had considerably fewer infractions than businesses with a smaller number of retailers, and education was not linked to fewer infractions in businesses with a strong distribution network. Only smaller businesses and those with a small number of locations recognized the importance of having trained workers. This data might be valuable in predicting the locations where food safety issues are most likely to take place. Moreover, we propose that future studies identify the features of organizational and string eateries that lead to fewer breaches, and that attempts be taken to use this information at the particular business stage.

Aslam, M., Irfan Malik, M. and Kausar, S., 2022. Effect of food safety and hygiene training on KAP score among food handlers in multiple food service institution, Pakistan. *Journal of Food Safety and Hygiene*.

Food safety refers to the assurance that the food being ingested is safe for human consumption. Inadequate food handling techniques and a lack of understanding among food handlers are factors that contribute to the development of foodborne infections. Performing face-to-face discussions and administering standardized surveys to assess food workers' understanding, opinions, and behaviours on food hygiene and safety in a variety of foodservice domains. Using a purposive sample approach, a cross-sectional analytical investigation was undertaken among 72 food handlers. Professional experience, official education with understanding, behaviour and attitudes regarding food safety, and illness corrective actions were all shown to have a favourable relationship ($p < 0.05$). Pre-training KAP and observed practices scores were 75.8% and 13.7 per cent, respectively, but post-training KAP values were 95.9% and 16.8%. Kitchen staff have a good understanding of fundamental food hygiene, but they need to work on their HACCP skills

(Temperatures of hot or cold ready-to-eat foods, food temperature management over time, and cross-contamination, among other things). Frequent training and increased knowledge about good food safety techniques are urgently needed. The findings of this study provide a perspective for improved food cleanliness standards and inspire all food service establishments to use HACCP procedures.

Foodborne illness outbreaks have been linked to restaurants and hotels as a source of contamination, according to studies. Food sanitation and food safety in the kitchen is becoming increasingly important in the growth of tourism operations aimed at minimizing illness incidence, according to Gomes et al. (2014). Food-borne infections are on the rise in developed nations, with a reported infection incidence of over 30%. According to Seaman and Eves (2006), cleanliness is the most important component in the industrial kitchen's health and safety formula. Tuncer and Akolu (2020) discovered that sloppy cleaning may wreak havoc on the restaurant's work atmosphere. He went on to say that this can transmit bacteria and cause cross-contamination, which can result in significant illness. Kitchen staff in the hotel business, according to Garayoa, Dez-Leturia, and Garca-Jalón (2011), must consider excellent practices independent of rules to successfully solve food-borne infections.

Section 3: Research Methodology

To prevent additional contamination, the study recommends safe food handling methods, adequate food storage, a clean atmosphere, and ensuring the cooking is free of germs. The majority of the available research publications and journals focused on workplace health safety in the hospitality industry. However, in recent years, food mismanagement has become a major factor in the spread of food-borne infections. Catering businesses are responsible for almost 90% of food-borne diseases (Odonkor and Odonkor 2020). The research is required to have a better understanding of the current state of knowledge about food standards and kitchen cleanliness. In this research project, we will communicate about the food safety and hygiene factors of the Swansea Marriott Hotel and what are the best practices regarding food safety and other important factors of an organisation. The processes that an organisation can employ to get improved business performance and to ensure a safe and clean business environment will also be identified using this research project

Research Strategy

Case studies, questionnaires, and experimentation are some of the most well-known methodologies. A case study is used to generalize numerous units, and an in-depth investigation of a specific person, institution, or unit is necessary (Jagels and Ralston, 2010). This approach is costly and time-consuming, and there is a substantial risk of study biases. A research study may be carried out utilizing a specific hypothesis, and the science and research model can be properly followed. Because it is so subject-oriented, this study effort has a significant risk of human mistakes. It might sometimes put the organization in an unsustainable scenario. The survey research approach is the method by which a research group gets answers from people by leveraging their replies to questionnaires. The questionnaire will be used to gather information from the respondents in this research study. Even though this technique is more trustworthy than most others, there is a chance that the respondents may give false responses. As a result, this study technique is chosen since it has fewer related hazards than the other two. The survey is more suitable in this sort of study endeavour both before and after COVID.

Data collection

Proposed research entails gathering, analysing, and interpreting data for a specific topic. As a result, gathering data is a need for conducting a research study. Data may be collected using a variety of methods, including interviews, observations, and surveys (Seaman and Eves, 2006). Interviews allow the research group to speak with individuals directly and collect data on a variety of topics. This method may aid the research group in obtaining an in-depth examination of a certain issue. There may be certain flaws in the interview session, and it is also a fairly long and time-consuming procedure (Singh, 2013). The respondents are observed in the natural surroundings during the data collecting procedure, allowing the organization to acquire on-site data. This has a lower threshold than other data collecting and variables control techniques. The survey questionnaire is a way of collecting data by asking a series of questions. This strategy may include some difficult-to-analyse issues. This method is simpler to use for data collection and takes less time to complete the research assignment. Due to a lack of personalization, the process of collecting responses to specific questions might sometimes fail. It's difficult to portray the participants' emotions in this way. We must use the questionnaire technique of data gathering to undertake survey-related tasks. In the pre-COVID era, an interview could be a superior way to do research. However, the questionnaire now appears to be more relevant.

Statistical and non-statistical data sources fall into two groups that contain data needed for a research project. Both internal and external data streams can be used to gather information. There are two types of data, however: primary data and secondary data. A questionnaire survey will be used to obtain primary data for this research investigation. Academic publications, papers, and book reviews will be evaluated to acquire secondary information (Zikmund, Quinlan and Griffin, 2019). Population sampling is used to choose and analyse data points to find trends. The data sample technique for this research project will be a descriptive survey. A random initial point will be used to choose evaluated changes from a broader group. 50 participants were picked from the Swansea Marriott Hotel. People were chosen from among the organization's workers, managers, directors, and clients for this sample. Twenty-six of them were men and twenty-four were women. All of the study participants were adults who were in a decent enough mental condition to acknowledge the data gathered from them for the research endeavour.

Research Method

Finding strategies to obtain data for a study project that is accurate, trustworthy, and about the research objectives is referred to as research methodology (Walliman, 2010). Qualitative research is appropriate for discovering and gaining in-depth analysis and knowledge of thoughts and views in the exploratory study (Crowther and Lancaster, 2012). The quantitative research approach will be applied in this study. The descriptive format of doing a research project is the qualitative research procedure, and this approach is working with definitions of words. The quantitative research technique, on the other hand, works with data and facts. The qualitative research approach always is open-ended and allows for creativity, which may be a motivating force for the study. It takes a lot of time, and the conclusions of this study endeavour cannot be checked later (Schindler, 2022). Conversely, the quantitative research approach is a basic examination of data obtained from survey respondents, and the survey program's outcomes may be readily confirmed and verified when the job is executed. The quantitative research technique focuses on objective measures the most. Surveys and questionnaires are used to compile the data acquired in this research strategy (McBurney and White, 2013). We choose survey and questionnaire data collecting for the research study after analysing the research goal and questions. Subjective research initiatives cannot meet these requirements, and the method is also time-consuming. The quantitative research approach, as can be seen, is consistent with prior stages. Direct engagement is a feature of the qualitative research design, which may be appropriate for pre-COVID eras. In the post-COVID era, the quantitative research approach is more successful and poses fewer dangers to the study's participants. As a result, we shall perform this study using the quantitative research design.

Research Procedure

To complete the research study, certain procedures are aligned. The research project's problem is recognized first, followed by the formulation of the project's goal, goals, and inquiries. Second, distinct literature should be read to have a better understanding of the issue from many perspectives and aspects (Holliday, 2012). This will aid me in minimizing preconceptions and mistakes in my study endeavour. Finally, the research plan is ready to perform the research project efficiently. The next step in a well-designed research endeavour is data gathering. The results produced from the acquired data, as well as their appraisal, are then debated and given. Lastly, the study project's

findings and recommendations are provided to those who are intrigued. A suitable citation approach will be employed to reference the content used throughout the research endeavour. These are the steps involved in the research topic, and completing them will allow me to reach a valid conclusion regarding the subject.

Validity, Reliability, and Generalisability

The accuracy with which a concept is examined in quantitative research utilizing a method is referred to as validity. The data were analysed using the right analytical approach that is suitable for the research project, as per the research requirement. The findings of this study investigation will have a high level of validity, implying that they will correspond to the true aspects of the research objectives. The study product's reliability ensures that the outcomes will be consistent and dependable. The criteria by which individuals can judge the credibility of the resources from which the data were gathered is trustworthiness (Walliman, 2010). We attempted to gather all data for this study project from well-known and reliable sources. Generalisability is a measure of how well the outcomes obtained from the findings may be applied to different scenarios within the company. Generalisability is a term used in statistical research to describe how well a subset can reflect the whole population of survey respondents. The subjects in the sample were chosen at random and came from various bio-demographic groups. We may assume that the research topic is highly generalizable.

Data Analysis Procedure

Data analysis should be carried out once the preceding procedures have been completed. There are several processes in the data analysis technique for the study project. To begin, the appropriate questions will be chosen to ask the participants and to gather their replies. Information will be analysed in the second phase depending on these statements (Tuncer and Akoğlu, 2020). Cleaning all of the acquired data is the third stage in the data analysis method. Fourth, the appropriate approach will be used to analyse all of the data chosen for the study project. The procedure will be completed after the data has been interpreted.

Section 4: Analysis of results

A research endeavour necessitates various data, which must be gathered from various sources. The study team must purify the information and reduce the superfluous information derived from the data gathering process before proceeding with the data processing (Fowler, 2014). The analysis of data is used to evaluate and summarize data for the research project's output. I used mail-in questionnaires to collect answers from the individuals, and the acquired data was examined using quantitative research methods. To obtain the necessary information, open-ended inquiries were employed, and the following are the outcomes:

Question 1: Food safety and hygiene have a great impact on the overall business and customer satisfaction.

Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree
8%	12%	10%	48%	32%

Table- 1

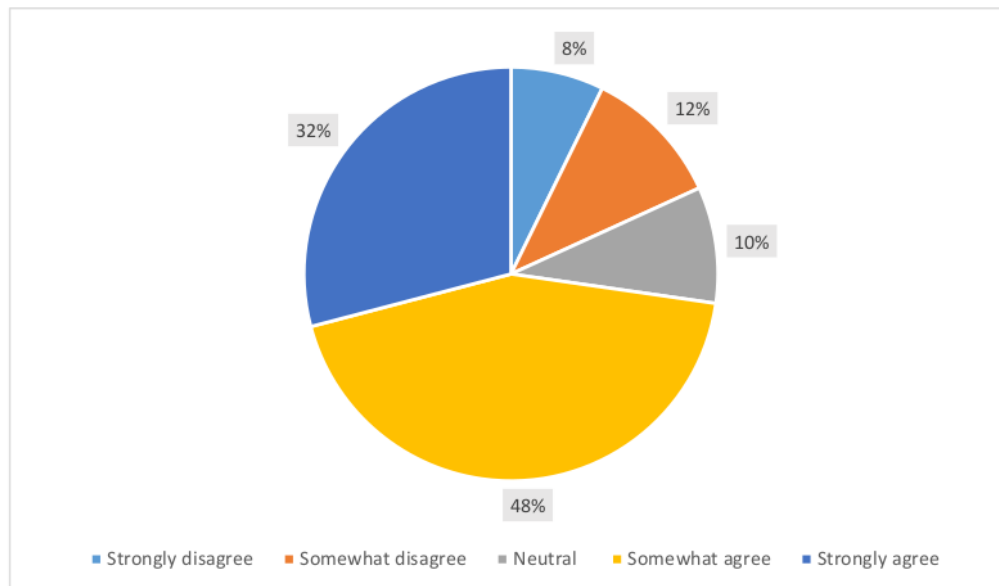


Figure- 1

The food and beverage section is important for a hospitality organisation and this sector has also come up with the best output to deliver desired results to the Swansea Marriott Hotel. Foods that are safe and has better quality, can increase the customer satisfaction of the company. But unsafe food and unhygienic procedures can make the organisation face different uncertainties in the business market. According to the respondents of the research project, the majority of the participants have agreed with the statement and denoted that food safety is crucial in this era and the number of the agreed people was about 80%. Only 10% of the people haven't taken any side and they were neutral from giving the response to this question. On the other hand, 20% of the people have disagreed with the statement and they think that food safety and hygiene can't only impact the business outcome of the organisation.

Question 2: The food safety and hygiene processes of Swansea Marriott Hotel is effective for the organisation.

Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree
10%	36%	8%	30%	16%

Table- 2

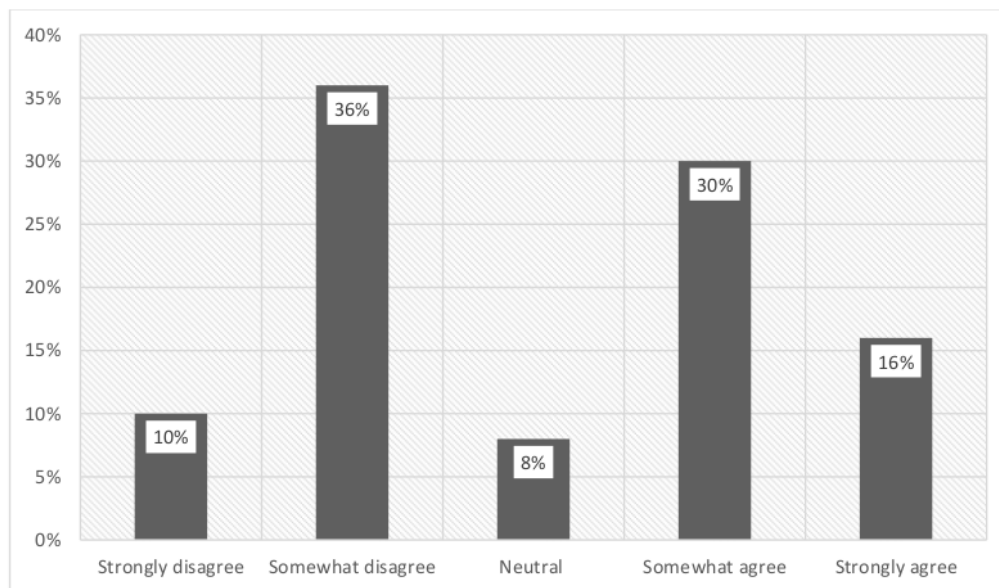


Figure- 2

An organisation can have a good outcome from the market in which they are serving using effective processes (Egan et al., 2007). Effective business processes can be used to deliver a better understanding of the industry and better customer relations. But there exist different scopes for improving business processes. In this statement, about 46% of the participants have agreed and they think that the organisation has an effective business process that can result in the overall business outcome and long-term customer value creation. Conversely, 46% of participants of the research project have disagreed with the statement and according to the business processes that are incorporated in the organisation isn't effective and there should be changes that can increase the effectiveness. Only 8% of the people were neutral in this statement.

Question 3: Swansea Marriott Hotel uses basic processes of food safety and hygiene in customer service.

Yes	76%
Maybe	14%
No	10%

Table-3

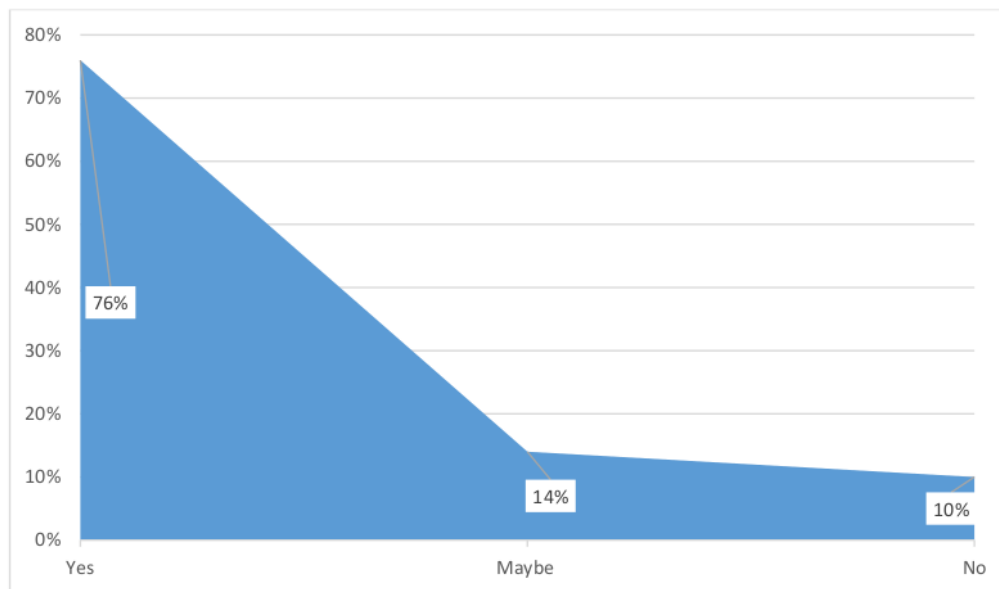


Figure-3

Swansea Marriott Hotel has a satisfactory process of business that can result in the improvement of the business processes. They are also concerned about maintaining the safety and hygiene of the customers of the organisation (Crowther and Lancaster, 2012). Customer service of the organisation is also regarded as good for the business according to the respondents. Most of the respondents of the research project have mentioned that the organisation uses basic approaches of food safety such as cooking, chilling and cleaning etc. These processes have helped the organisation to maintain the basics of health and hygiene. On the other hand, 10% of the respondents have replied negative and they think that the organisation can't use all necessary basic food safety measures of the organisation.

Question 4: What are the scenarios you have witnessed that needs to be changed to get improve food safety for the organisation?

Less care about the cleanliness	42%
Using low-quality ingredients	24%
Inadequate quality control	20%
Low concern about food adulteration	10%
Not abiding by proper standards for cooking and service	4%

Table-4

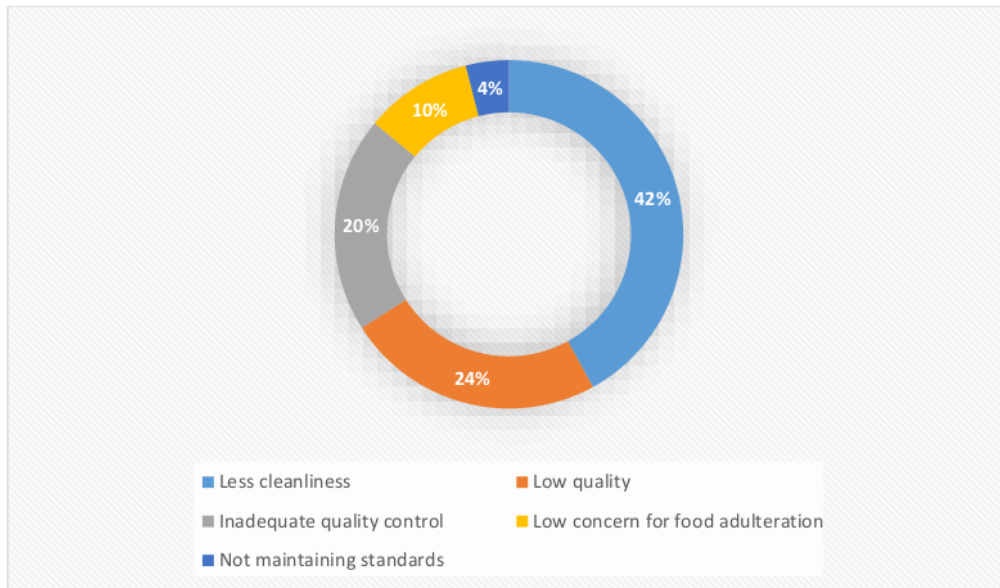


Figure-4

Though the organisation has effective business processes according to the respondents of the research project, some factors are decreasing the quality of the business standards of the organisation (Food Safety and Hygiene: Knowledge, Attitude and Practices ..., 2022). 42 per cent of individuals say workers are less concerned about the condition of the workplace surroundings as well as other devices, and they believe employee consciousness should be raised. Sometimes the organisation uses low ingredients to produce the products for the organisation and 24% of the people have mentioned that as a critical issue. 20% of the respondents of the research project have mentioned that the quality control process of the organisation is inadequate for the organisation. The organisation has a low concern about food adulteration and this is serious for the organisational business processes. 10% of the participants have mentioned that as an issue that is responsible for decreased effectiveness. Only 4% of the people have mentioned that the organisation is careless about the standards.

Question 5: Swansea Marriott Hotel has to implement some changes to get better results from the business activities.

Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree
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14%	24%	12%	28%	22%
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Table- 5

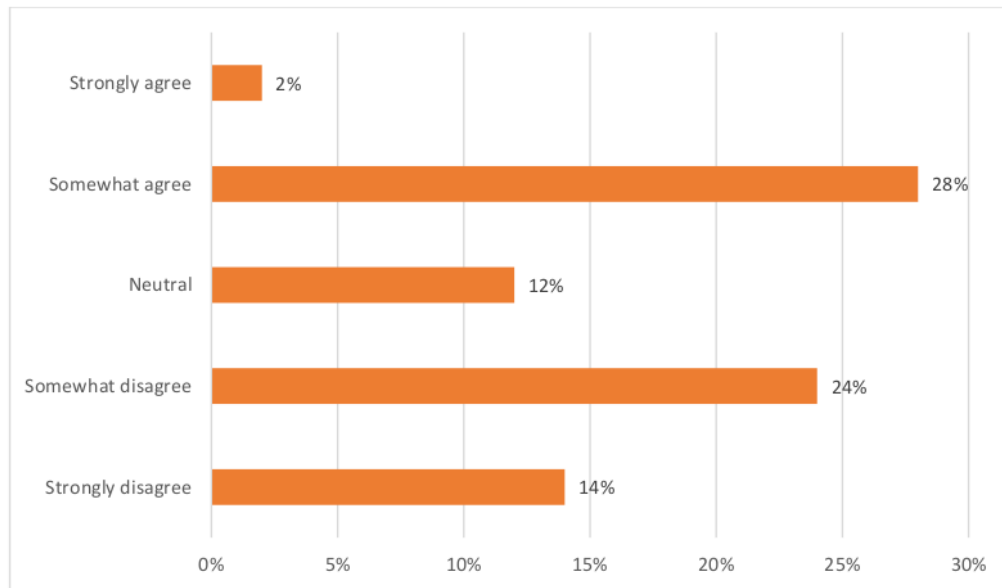


Figure- 5

Swansea Marriott Hotel has a good reputation in the industry and they have gained better outcomes from the market for their good customer service and other functions. The organisation has to change some processes that can increase the efficiency of the business process and can result in an increase in the overall business outcome of the organisation (11 Food Safety Sanitation and Hygiene Checklist | PDF ..., 2022). The majority of the participants of the research has replied in the affirmative and agreed with the statement. The rate of agreed people was 50%. However, 38% of the people have disagreed with the statement that the organisation has to come up with any change in the business processes. Only 12% of the research respondents were neutral in this statement.

Question 6: What are the processes that can be employed to increase food safety and hygiene of customers of the organisation?

Stop the expansion of germs from humans, dogs, and vermin poisoning the foodstuff.	26%
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To avoid infecting prepared meals, keep cooked and uncooked items distinct.	24%
To destroy viruses, cook items for the right amount of right time at the right temperature.	20%
Keep foodstuff at the right degree.	20%
Safe raw materials and water should be used.	10%

Table-6

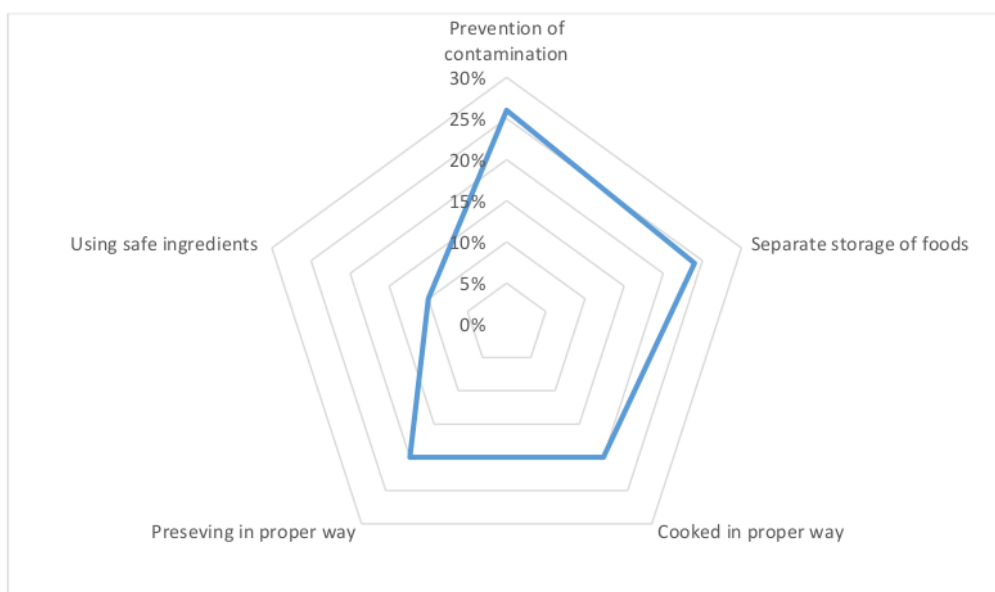


Figure-6

To improve the business processes for improving business practices of the organisation, some changes are necessary. The respondents have demonstrated some options that can increase the business practices and can help the business to get proper food safety and hygiene for the customers of the organisation (Basics in Food Hygiene and Safety - PECB, 2022). Most participants have suggested keeping the food away from the pathogens that may come to contact with the help of people, pets or other means. About 26% of the respondents have described that this process should be improved to decrease food-related risks. Again, 24% of the research participants think separating raw and cooked foods can decrease the probability of food contamination. About 20% of the respondents have mentioned that this should be employed in the kitchen practices. On the

other hand, 20% of the respondents of the research project have mentioned that the kitchen staff has to store the foods at the proper temperature. According to the research participants, only 10% of the respondents think that the organisation has to use safe raw materials and pure water while conducting food-related activities. They think safety should be started from the beginning.

Section 5: Conclusion and Recommendation

Food safety and hygiene is a growing concern around the world and the COVID-19 outbreak have made people more sensible about the foods and some related issues for maintaining hygiene. Safe foods can save the consumers from foodborne illness and the hygiene factors can help the organisation to prevent unwanted situations in the customer service and other sectors. Customers want hospitality businesses to interact directly with them to provide the services they demand. For enhanced corporate performance and customer happiness, effective food management is a must (Why is Food Safety and Hygiene Important? - DeltaNet, 2022). We attempted to comprehend the current state of the organization's food management procedure in this study endeavour. This study project's initial goal was to learn about alternative accepted rules of food security and cleanliness aspects that an organization might use based on scientific investigations. This study program's second goal was to determine the factors that expose the organization to these possible foodborne illness hazards. The comments of participants suggested several probable explanations of ineffective food management. We may claim that various procedures can be utilized to boost the efficacy and efficiency of business processes based on the replies of the participants. The findings of the study have assisted us in better understanding some of the guidelines and procedures that may be used to enhance the communication quality between the departments stated. Foodborne illness control, adequate cooked and uncooked food storage, and correct food administration received the greatest replies from the study participants, and may be utilized to improve the organization's food safety and food handling (Why is Food Hygiene Important? - Hygiene Food Safety, 2022). Swansea Marriott Hotel may employ some additional approaches to achieve a far better result from business operations, and these actions will function to offer increased performance. In this regard, some suggestions have been established. The following are some suggestions for the Swansea Marriott Hotel:

Planning some design for the food management and location facilities of the organisation. Ascertain that the area is built to prevent contamination and that hand washing facilities are in excellent working condition.

For maintaining the processes related to food safety and hygiene, every person related to the food section should be proactive. For better food handling process and maintenance of the standard, some regulations should be designed.

Some training can be provided to the employees of the organisation about the food preparation and waste management of the organisation. Proper storage sections can be introduced by the organisation to avoid wastages in the business processes.

The employees of the organisation can be trained about environmental and personal hygiene and they have to make sure that the health standard is met.

People can be educated about pest control. Correct management, transport and storage options can be selected for making the people understand food safety and hygiene.

A survey technique, questionnaire data collecting, and a quantitative research method were used to perform the study. Such research methods have allowed me to have a statistical and quantitative understanding of several parts of the study. The regression equation was used to verify the information received from the study construction stakeholders. The study's findings satisfied the goals and provided answers to the questions. However, the research study was not conducted with a thorough comprehension of the respondents' perspectives on the research endeavour. Interviewing research participants might assist me in gathering information on the various viewpoints of the study respondents. The case study might aid us in gaining a better knowledge of comparable issues that arise in the business operations, as well as what strategies others have taken to solve such hurdles. The right conclusion regarding the supplied issue may be conveyed to the participants (What is Food Hygiene & Why is it Important? - HSEWatch, 2022). Likewise, the descriptive research design might aid me in better understanding the individuals' opinions, and additional data could be acquired as a result of the study. So, if I had the opportunity to perform this research study again, I would employ the qualitative research approach to acquire a better grasp of the study issue.

Any firm in the dining services sector must prioritize food safety. The proper cooking techniques should be used by hospitality organisations in the workplace. Several restaurants have such strict food safety protocols in place that even housekeeping maids and service staff are expected to be educated in them. This study endeavour has aided us in better understanding the flaws and how to address them. Suggestions for improving food security and sanitation processes may assist an organization in resolving certain common issues that arose in food manufacturing and supply in real-time, resulting in increased activity effectiveness. Likewise, this study has enabled me to develop a better understanding of the necessity of product hygiene and quality, and using what I've

learned can help me achieve better results in my future profession. The Swansea Marriott Hotel may apply the study project's suggestions to enhance the organization's meal and drink administration and consumer services, and tremendous results can be expected.

We worked on this study project to better understand the mechanisms that keep foods safe, their significance, and the steps that may be taken to improve them. However, while working on the study project, I became aware of several components of food quality, and I believe that improving such areas may help any organization enhance its entire business competitiveness and productivity. Sanitizing, preserving, replying, and serving clients as needed are all tasks that kitchen staff must perform to provide the appropriate service to consumers. To boost customer happiness, they must uphold cleanliness requirements to make the meals healthy for consumers. A topic of research might be how organizations can sustain the hygiene of the products they serve and what techniques can be used to protect visitors from contagious viruses like COVID-19. Furthermore, the investigation may be undertaken to determine how an organization's food safety and hygiene sector can provide the finest customer service. Several fields might be used as a starting point for additional investigation.

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Appendix

Questionnaire
Food safety and hygiene have a great impact on the overall business and customer satisfaction.
The food safety and hygiene processes of Swansea Marriott Hotel is effective for the organisation.
What are the processes used for ensuring food safety and hygiene in the business processes of Swansea Marriott Hotel?
What are the standards of maintaining food security that can decrease the unwanted situation in the business processes?
Swansea Marriott Hotel has to implement some changes to get better results from the business activities.
What are the processes that can be employed to increase food safety and hygiene of customers of the organisation?

placement project

GRADEMARK REPORT

FINAL GRADE

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