

Do the Hygiene and Sanitation Can Improve Service Quality, A Case Study at Cakrawala Restaurant Aryaduta Hotel Manado

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ABSTRACT

Hygiene is a preventive measure focused on individual health, whereas sanitation places greater emphasis on operational activities, many of which are commonly carried out in restaurants or hotels. During the COVID-19 pandemic, the implementation of these measures in the hospitality industry was extremely strict; however, following the end of the pandemic, public confidence has increased. These practices seem to have been neglected. This is evident at one of the restaurant outlets of the Aryaduta Manado Hotel, where numerous complaints have arisen, all related to hygiene and sanitation practices. The objective of this study is to analyze the implementation of hygiene and sanitation in improving service quality at the Cakrawala Restaurant. This study employs a qualitative descriptive method to depict the actual situation. The data used in this study consists of primary and secondary data obtained through interviews and observations during the research period. Interviews were conducted with 5 guests, referred to as informants. Observations were carried out using a checklist. The checklist was developed by observing the daily activities of the staff. Based on the research results, this industry has not fully implemented practices in accordance with applicable standards. Therefore, improvements and changes to the restaurant's operational SOPs at the hotel are necessary.

Keywords: hygiene and sanitation, service quality

Introduction

The Aryaduta Manado Hotel is a four-star hotel in Manado located near shopping centers. The hotel offers excellent amenities and boasts a beautiful view of the city of Manado. It is a top choice among tourists visiting and staying in Manado; in addition to its proximity to shopping centers and stunning views, the hotel provides exceptional comfort and service. Tourists' choice of hotels and restaurants is influenced by key factors. One of the most important is the cleanliness of food and beverages, both in terms of the products and the service [1]; [2].

In the tourism industry, the hospitality sector—which operates in the service sector—significantly impacts tourism development. Hotels are expected to satisfy guests by providing facilities that meet their needs. Generally, a good hotel can be judged by its comfort, cleanliness, and the quality of its service [3]; [4]; [5]. Service quality is a crucial topic frequently discussed in educational settings, and the concept of service is interpreted very broadly within the hospitality and restaurant sectors. Good service can be assessed based on the service provided by the hotel, [6]; [7]; [8].

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Hygiene is a preventive health measure that focuses on individual health and personal hygiene. Sanitation, on the other hand, refers to a preventive health measure that focuses on the health of the human environment. Cleanliness is a highly critical factor in the success or failure of food service in the Food and Beverage department. This is because when selling products (in this case, food and beverages), the first thing guests notice is the level of cleanliness—whether it be the cleanliness of the food and beverages themselves, the dining utensils or equipment, or the cleanliness of the staff serving the food [9]; [10].

Despite the COVID-19 pandemic, hotels and restaurants have not neglected to implement and adhere to health protocols. Before breakfast service begins, all employees are required to wear masks, gloves, wash their hands, and use hand sanitizer to maintain hand hygiene. Similarly, guests must adhere to health protocols before entering the restaurant area for breakfast by wearing masks, using hand sanitizer, and putting on gloves before taking food from the buffet, [11].

Hygiene and sanitation at Cakrawala Restaurant begin with employee personal hygiene: female employees must wear a hairnet and apply makeup sparingly, while male employees must keep their hair short and use hair gel sparingly; they must also dress in clean and neat attire. Wear socks when wearing shoes, use perfume or deodorant to prevent body odor, avoid excessive jewelry, keep nails clean and free of nail polish, wash hands before and after work, and wear gloves and a mask. Next, regarding Food Hygiene and Sanitation, the following factors must be consistently monitored: selection of food ingredients, storage of food ingredients, food preparation, food transportation, storage of cooked food, and finally, food service, [12];[13]; [14]. Regarding Equipment Hygiene and Sanitation, the cleaning procedures for food and beverage equipment must be strictly followed: first, scraping off food residue, then flushing, soaking, washing, followed by rinsing and drying, and finally polishing. Regarding restaurant environmental hygiene and sanitation, the restaurant environment—including floors, dining tables, and chairs—must be kept clean in accordance with the restaurant's hygiene and sanitation standards. Based on this background, the objective of this study is to analyze hygiene and sanitation practices in improving quality

Methods

In this study, the author employed a qualitative method with a descriptive approach. The researcher sought to depict the actual conditions or circumstances by collecting data and information in the field and presenting them in the form of a narrative without testing any prior hypotheses [15]; [16]. This study employs a Qualitative Descriptive approach, providing a detailed analysis and description of hygiene and sanitation practices at Cakrawala Restaurant, Aryaduta Hotel Manado. Data collection instruments included interviews, observations, and documentation. Interviews were conducted with five guests, referred to as informants. Observations were conducted using a checklist to compare Standard Operating Procedures (SOPs) with the actual work activities performed by employees. Documentation involved collecting written data relevant to the study. Data analysis was performed using qualitative analysis through three stages: description (or orientation), reduction, and selection. The orientation stage involved the researcher observing the behavior of the guests who served as informants in this study and delving into the theories to be used in developing the interview guide. Data collected through the interviews underwent data reduction, eliminating information deemed irrelevant to the research objectives. The data was then selected and analyzed by comparing it with the job SOPs and the relevant theories. The data is selected and then analyzed in comparison with standard operating procedures and relevant theories to address the research problem, [17].

Results and Discussion

Hygiene and sanitation at the Aryaduta Hotel in Manado—particularly at the Cakrawala Restaurant—are critical aspects that must be carefully managed. These measures are implemented to prevent any issues that might cause guests to feel uncomfortable, whether related to personal hygiene, food and beverage hygiene, the restaurant environment, or dining utensils and other equipment. During the researcher’s observations at Cakrawala Restaurant, several issues related to hygiene and sanitation were identified, including: (1) hair in the food, (2) a coffee machine infested with ants, (3) dirty cutlery and plates with food stains still visible, (4) lipstick marks on water glasses, (5) dirty chairs and dining tables that were not clean enough, and (6) a dining area with many mosquitoes. Based on the findings at Cakrawala Restaurant, the researcher interviewed guests having breakfast there to ask about hygiene and sanitation conditions at the restaurant.

Table 1. Results of Interviews with Guests at the Aryaduta Hotel Manado

Question	Answer
1. How clean is the entire Cakrawala restaurant area during breakfast?	Guest 1: The restaurant area is fairly clean, but I was bothered by some staff members cleaning the area while guests were eating. Guest 2: The floor wasn’t very clean. Guest 3: There were a lot of mosquitoes. Guest 4: It’s fairly clean. Guest 5: The floor was slippery, and I almost slipped once.
2. Is the lighting in the restaurant adequate? Also, in your opinion, are the tables and chairs clean?	Guest 1: The lighting is good, but the tables could use a better dusting. Guest 2: The lighting is pretty good, but the chairs are dusty. Guest 3: The lighting is good, but the AC isn’t cold enough, so it wasn’t comfortable during breakfast because it was a bit stuffy. Guest 4: The lighting is good, but unfortunately there are no sinks in the restaurant, so after eating you have to go to the restroom to wash your hands, etc. The dining tables should be dusted more thoroughly because there are always food stains on them. Guest 5: The lighting in the buffet area should be improved; the tables are clean, but the chairs are dirty.
3. Is the hygiene of the waiters and waitresses at Cakrawala Restaurant—both in terms of their appearance and in serving food—up to standard?	Guest 1: The presentation is already good. Guest 2: The presentation is already good, but when serving food, some staff members aren’t wearing gloves—especially during a pandemic like this, they should follow the restaurant’s protocols. After all, even guests are required to wear gloves when taking food from the buffet. Guest 3: Regarding appearance, I noticed some staff were wearing socks but others weren’t.

	<p>Wearing socks is mandatory to prevent unwanted odors. As for food service, the lack of gloves is a shortcoming.</p> <p>Guest 4: Regarding appearance, their hair could be neater—at the very least, wearing a hairnet would be better.</p> <p>Guest 5: Appearance was good, but the serving could be improved because they weren't wearing gloves.</p>
4. What about items like plates, cutlery, and goblets—are they clean?	<p>Guest 1: Some of the cutlery is still greasy.</p> <p>Guest 2: It's not very clean; I found food stains on the plate, which may not have been polished properly.</p> <p>Guest 3: It's still not up to par; there are lipstick marks on the goblet.</p> <p>Guest 4: It's still not up to par; there are food stains on the soup cup.</p> <p>Guest 5: The coffee machine isn't very clean—I once found an ant in my coffee.</p>
5. In your opinion, do the food and drinks served at the restaurant look clean and healthy?	<p>Guest 1: Not very satisfying because I once found a hair in my food, and it was right in the vegetables.</p> <p>Guest 2: The food is delicious, but I once found a louse in the yellow rice.</p> <p>Guest 3: I once had the cakalang noodles, but the noodles tasted like they were stale.</p> <p>Guest 4: There were ants in the coffee.</p> <p>Guest 5: The food is delicious, but the orange juice is bland.</p>

(Source: data processed in 2025)

Implementation of Personal Hygiene Standards

At Cakrawala Restaurant, personal hygiene standards are largely followed, but some staff members forget to implement these procedures. As a result, issues frequently arise due to a lack of awareness regarding the personal hygiene protocols already in place at Cakrawala Restaurant.

Observations show that several employees still do not meet the standard procedures for personal hygiene. Although the procedures mentioned above are often ignored by employees at Cakrawala Restaurant, hand hygiene—such as keeping nails clean, not wearing jewelry, and using gloves—wearing a mask while working, and washing hands with soap are crucial for personal hygiene when handling food, [18]; [19].

Several factors contributing to this issue are as follows:

- a) The level of awareness among staff at Cakrawala Restaurant is a contributing factor to the above problem because without staff awareness of the importance of adhering to personal hygiene standards, these procedures cannot be effectively implemented.
- b) Lack of supervision from management and a lack of understanding regarding hygiene and sanitation in the restaurant
- c) Staff members are too preoccupied with their own tasks, causing food handlers to neglect hygiene procedures.

Implementation of Food Hygiene and Sanitation

The researchers' observations indicate that food ingredient selection at Cakrawala Restaurant is still not given sufficient attention. Ingredients should be selected with the utmost care, and their cleanliness, appearance, and safety must be ensured to prevent issues such as finding worms in the corn. Additionally, food transportation must be handled with care, as cooked food must be re-inspected during transport from the food preparation area to the serving area to prevent contamination from insects, dust, or bacteria. The containers used must be sturdy, intact, and rust-free. Finally, regarding food presentation at Cakrawala Restaurant, there are still areas that need attention: the equipment used should be in good condition and clean, and staff serving food should wear clean and neat uniforms, including head coverings/chef's hats and aprons. During the researcher's observations in the kitchen, some of the kitchen staff were not wearing head coverings/chef's hats. Regarding food storage, food preparation, and the storage of cooked food at Cakrawala Restaurant, these practices are already good.

To maintain food hygiene and sanitation at Cakrawala Restaurant, several factors must be considered to ensure that hygiene and sanitation standards are upheld, including: (a) selection of food ingredients, (b) storage of food ingredients, (c) food preparation, (d) food transportation, (e) storage of cooked food, and (f) food service.

Procedures for Cleaning Food and Beverage Equipment

The procedures for cleaning food and beverage equipment at Cakrawala Restaurant already meet hygiene and sanitation standards; however, there are a few points that require attention, such as the fact that items are often not polished thoroughly by waiters/waitresses, which frequently leads to problems at the restaurant.

Some guests frequently complain that the equipment is not clean enough, such as coffee machines infested with ants, cutlery that is dirty or greasy, and dirty water goblets. This is caused by rushing through tasks, resulting in inadequate polishing that leaves surfaces greasy and with food stains on dinner plates, cutlery, water goblets, and other equipment. To prevent such issues, the polishing process must be carried out properly, as this is one of the responsibilities of waiters and waitresses. Basically, the entire cleaning procedure for food and beverage utensils is already carried out by the stewards at Cakrawala Restaurant; however, when they are working in a rush, so some utensils were not washed thoroughly. Additionally, when waiters and waitresses polished the utensils—due to a shortage of staff during peak hours when many guests requested cutlery and other dining utensils—they were in such a rush that they failed to check whether the utensils were clean or still dirty. This led to guest complaints regarding the cleanliness of the dining utensils.

To ensure that utensils remain clean, there are several ways to address this issue, namely by polishing them properly and correctly as follows: (a) once all the utensils have been washed, prepare a tray to place food utensils such as cutlery on, (b) take a sufficient amount of food utensils, such as cutlery, and place them on the tray lined with a napkin, (c) then prepare another napkin to polish each food utensil, such as cutlery, plates, water glasses, and other food utensils, (e) hold the food and beverage items with your left hand, and polish them with your right hand until they are clean; check again for cleanliness to ensure there are no food residues remaining, and (f) place all the food items that have been polished cleanly. Place

cutlery on a tray lined with a napkin, and place water glasses and other cups on their respective clean shelves.

Restaurant Environmental Cleanliness Standards

The researcher also found complaints from guests, such as dining tables that were not properly dusted and therefore still looked dirty and greasy—possibly due to spilled food or beverages like juice—and when cleaned, they were not dusted properly. During the author's training at Cakrawala Restaurant, while dusting the dining tables of guests who had finished eating, the author found several dirty dishcloths being used to clean the dining tables. These

The restaurant also dishcloths were made from old, unused towels. Typically, the staff performing the dusting on the dining tables never replaced the dishcloths, resulting in the tables not being dusted cleanly. does not use any special cleaning agents for the dining tables; the only cleaning agent used is regular soap mixed with water, which results in the tables not being thoroughly cleaned or still feeling greasy. Furthermore, during the researcher's observation at Cakrawala Restaurant, the waiters and waitresses did not wipe down the dining tables properly because they were working too hurriedly, resulting in the tables not being dusted thoroughly. However, some of the steps involved in cleaning and dusting the dining tables were performed correctly.

The following are some proper hygiene and sanitation procedures for cleaning a dining table: (a) prepare two dishcloths—one dry and one wet, (b) use a special chemical solution designed for cleaning dining tables, (c) remove crumbs or food scraps with a small broom and sweep them into a small dustpan, (d) spray the table surface with the cleaning solution, (e) wipe the table with the damp dishcloth, and (f) wipe the table with the dry dishcloth until it is completely clean and dry.

The environment at Cakrawala Restaurant is already good and clean because it is cleaned almost every day by employees from the PA (public area), though we often find insects such as cockroaches and other pests. Why are hygiene and sanitation so important for a restaurant? Because implementing proper hygiene and sanitation in the restaurant makes guests feel more comfortable in a clean environment and is one way to improve service quality at this restaurant.

Conclusion

Several conclusions can be summarized as follows: (a) hygiene and sanitation are among the most important aspects of restaurant operations and must be implemented properly and correctly; however, based on the researcher's findings, hygiene and sanitation at Cakrawala Restaurant have not been fully implemented properly and correctly, causing discomfort for guests having breakfast at the restaurant. (b) Personal hygiene is not being properly maintained because some staff members do not follow or disregard the established personal hygiene standards; consequently, some do not wear gloves, masks, or remove nail polish while performing their duties, A lack of attention to food hygiene and sanitation procedures results in food products not being prepared in accordance with established procedures, leading to frequent guest complaints about the food; and while the cleanliness of food equipment is generally good, the waiters and waitresses do not perform the polishing technique properly, so some equipment remains un-clean. Additionally, while the restaurant's environmental cleanliness—such as the floors—is good and meets hygiene and sanitation standards, the dining tables

and chairs/sofas are still subpar or do not meet hygiene and sanitation standards. Some recommendations that can be implemented: (a) Briefings should be held at the start of each shift and after work is completed so that staff and supervisors can discuss and resolve common issues related to hygiene and sanitation. (b) Provide guidance and training to each section on implementing hygiene and sanitation protocols, and reprimand employees who frequently fail to adhere to hygiene and sanitation standards at Cakrawala Restaurant, (c) To ensure that every food product produced is of high quality, healthy, and safe for consumption, staff awareness must be further enhanced to consistently follow all hygiene and sanitation standards for food. (d) Increase the number of staff and daily workers serving as waiters/waitresses to ensure restaurant operations run smoothly, and allow each staff member to supervise the waiters/waitresses in performing their duties in accordance with the standard operating procedures for hygiene and sanitation at the restaurant, [20]; [21].

For hygiene and sanitation standards to be maintained, the hotel should implement a routine monitoring system at least once every two or three months. This is to ensure that hotel staff are following procedures in accordance with established standards and to impose sanctions on staff who have not followed procedures properly and correctly.

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