

## Analysis of food and beverage sanitation hygiene through standard operational procedure as an effort to prevent food contamination (case study at melting Pot Cafe, Concorde Hotel Kuala Lumpur)

**Thomas Mario Srinugroho<sup>\*</sup>, Rulli Krisnanda, Dhita Paramita Anggraini, Reny Puspitasari**

Program Studi D-III Perhotelan Program Diploma Kepariwisataan Universitas Merdeka Malang

Jl. Bandung No.1, Penanggunan, Kec. Klojen, Kota Malang, Kode Pos 65113 Malang, Jawa Timur, Indonesia

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#### Corresponding Author:

Thomas Mario Srinugroho  
[thomassrinugroho@gmail.com](mailto:thomassrinugroho@gmail.com)

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### ABSTRACT

Sanitary hygiene in the food processing process is one of, if not the most important aspect in preventing food contamination. Therefore, to prevent unwanted food contamination, hotels use Standard Operational Procedure as a daily operational guideline. Standard Operational Procedure is a guide used to ensure that the operational activities of an organization and/or company run smoothly. Therefore, sanitation hygiene and food contamination are closely related, with the Standard Operational Procedure as a guideline as well as a means of improving daily operations. This study aims to analyze the level of food and beverage sanitation hygiene to prevent food contamination through the implementation of standard operational procedures at Melting Pot Cafe, Concorde Hotel Kuala Lumpur. The method used in this research is a case study method using a descriptive approach. In this study, data was collected using direct observation techniques and questionnaires given to 30 staff who were directly involved in the food processing process. The results showed that there are several points that need to be improved in terms of food processing, resulting in a Standard Operational Procedure that is expected to improve daily hotel operations.

### ABSTRAK

*Hygiene sanitasi dalam proses pengolahan makanan menjadi salah satu, atau bisa dikatakan merupakan aspek terpenting dalam upaya pencegahan kontaminasi makanan. Maka dari itu, untuk mencegah terjadinya kontaminasi makanan yang tidak diinginkan, hotel menjadikan Standard Operational Procedure sebagai pedoman operasional sehari-hari. Standard Operational Procedure merupakan suatu panduan dan pedoman yang digunakan untuk memastikan kegiatan operasional sebuah organisasi dan atau perusahaan berjalan dengan lancar. Penelitian ini bertujuan untuk menganalisa tingkat hygiene sanitasi food and beverage untuk mencegah kontaminasi makanan melalui penerapan standard operational procedure di Melting Pot Cafe, Concorde Hotel Kuala Lumpur. Metode yang digunakan dalam penelitian ini adalah metode studi kasus dengan menggunakan pendekatan deskriptif. Dalam penelitian ini, data diambil dengan menggunakan teknik observasi langsung dan kuesioner yang diberikan kepada 30 staff yang terlibat langsung dalam proses pengolahan makanan. Hasil penelitian menunjukkan bahwa terdapat beberapa poin yang perlu diperbaiki dalam hal pengolahan makanan, sehingga dihasilkan Standard Operational Procedure yang diharap dapat memperbaiki operasional hotel sehari-hari.*

## INTRODUCTION

The hotel industry is one of the industries in the tourism sector that plays an important role in the Indonesian economy. Hurdawaty and Parantika (2018:7) stated that a hotel is a place that provides accommodation not only in the form of rooms and lodgings that are rented to the public, but also in the form of food and drinks for guests. Based on this explanation, it can be said that in addition to providing accommodation in the form of lodging, hotels also provide food and drink accommodation for guests.

As an industry that prioritizes hospitality and is highly dependent on guests as a source of income, hotels should pay special attention to the level of hygiene and sanitation of food and beverages that will be consumed by each guest. The hotel industry itself has many SOPs (Standard Operational Procedures) which serve as guidelines for implementing various activities to ensure smooth operations and prevent unwanted things from happening, including SOPs for food handling. The existence of this SOP is intended as a preventive measure to avoid various problems that can arise due to a lack of hygiene and sanitation levels such as food contamination, cross contamination because of the many people involved in it. The case of poisoning where 35 journalists were poisoned during a media talk show at the Ketapang Indah Banyuwangi Hotel which took place on December 11, 2022 is one of the real proofs that food poisoning can occur due to various factors, ranging from water contaminants, tools, even the people who serve (Oktavia, 2022).

A similar case also occurred at the Crowne Plaza Hotel, Hong Kong where dozens of people were reported to have experienced food poisoning after eating a buffet meal that was thought to have been caused by the oysters they ate (Anggraini, 2019). These two cases further strengthen the findings of the journal "Escherichia Coli Bacterial Contamination in Food and Beverages of Street Vendors in the Muhammadiyah Limau Educational Environment, South Jakarta (Rahmani, Handayani, 2016)" which states that food that does not meet hygiene and sanitation requirements in its handling process is the cause of 60% of food poisoning cases in both developed and developing countries. In addition, good food handling SOPs will also increase the level of guest trust in the hotel and convince guests to choose the hotel again for future events. This is in line with the research findings from the journal "The Effect of Food Product Quality and Hygiene Sanitation on Guest Satisfaction at Anggrek Restaurant Grand Arkenso Park View Hotel Semarang (Triyani, 2020)" which states that the level of hygiene sanitation of a hotel plays an important role in various things, such as convincing guests to buy products sold by the hotel, increasing the level of guest satisfaction, and also determining the quality of food to be consumed.

From 2 cases of mass poisoning and journals discussing the influence of hygiene and sanitation on hotel operations, it can be concluded that without the correct and proper SOP regarding food handling, various undesirable things can happen that can endanger guests and ultimately give a bad image to the hotel. Concorde Hotel Kuala Lumpur located at 2 Jalan Sultan Ismail, Kuala Lumpur is a 19-storey hotel that provides accommodation in the form of rooms, lounges, business centers, swimming pools, fitness centers, shopping arcades and concierge services. There are 3 restaurants and 1 lounge at Concorde Hotel, namely Melting Pot Cafe, Xin Cuisine, Kazuma Japanese Restaurant, and Xroads Xpress. Of course, in each of these restaurants, a good and proper Standard Operational Procedure is needed as an operational guideline. A good and proper SOP for food handling, in addition to preventing food contamination and cross-contamination, can also provide certainty to guests that the food consumed is truly safe and free from contamination. From the facts and previous research, the author wants to analyze the hygiene and sanitation of Food and Beverage through Standard Operational Procedures as an effort to prevent food contamination (Case study at Melting Pot Cafe)

## METHOD

The population chosen by the researcher in this study was the Food and Beverage Service and Food and Beverage Product departments assigned to Melting Pot Cafe, Concorde Hotel, Kuala Lumpur. The samples taken from the Food and Beverage Service and Food and Beverage Product departments in this study were 30 people, 15 people from the Food and Beverage Service department and 15 people from the Food and Beverage Product department. The sampling technique was non-random purposive sampling where several people were selected to be representatives of a group, in this case the Food and Beverage Service and Food and Beverage Product departments in relation to preventing food contamination in order to improve the hygiene and sanitation of the Food and Beverage Melting Pot Cafe.

Observations made by the author are based on data sources in the form of events or activities related to research problems, in this case efforts to prevent food cross contamination. From these events or incidents, researchers can find out the hygiene sanitation process more precisely because they witnessed it directly. By observing these events, researchers can also cross-check the verbal information provided by the subjects being studied. The author collects data that will be used as research sources using two techniques, namely: 1. Direct observation Observation is one of the techniques used in the data collection process by utilizing the five senses in the form of sight through the eyes, hearing through the ears, smell through the nose, touch through the skin, and taste through the tongue.

In this study, the researcher used four of the five senses, namely sight, hearing, smell, and touch to obtain the desired data. The resulting research must be objective and not biased towards one party. Basrowi (2012) said

that observation is a technique carried out by carefully observing data sources which are then recorded systematically. The subject of the observation was the hygiene and sanitation of Melting Pot Cafe, Concorde Hotel Kuala Lumpur. According to Basrowi's explanation regarding the definition of an observation, the researcher conducted observations in the restaurant area, kitchen, and back area of Melting Pot Cafe

Sugiyono (2017) provides an understanding that a questionnaire is a data collection technique, where the data source is obtained by providing several questions on statements addressed to respondents. This questionnaire contains statements related to the hygiene and sanitation of the Melting Pot Cafe, which will be answered according to what happens in the field. The prepared questionnaire will be distributed to the Food and Beverage Service and Food and Beverage Product departments. The researcher chose the Food and Beverage Service and Food and Beverage Product departments as respondents because the Food and Beverage Service and Food and Beverage Product departments are two departments that are directly related to food and drinks that will be served to guests, so they are responsible for the cleanliness and sanitation of various processes that occur, from preparation to serving food.

Data analysis activities are activities carried out to change the research data obtained into information intended to provide conclusions on the research conducted. Sugiyono (2016) explains that data analysis is the process of systematically searching and compiling data obtained from field notes, documentation, and interviews by grouping data into various categories, describing them into units, synthesizing, arranging them into patterns, choosing which ones are important and which ones will be studied and finally making conclusions that are easy to understand by oneself and others.

The type of research used this time is descriptive research, which according to Sugiyono (2016), is research conducted by describing or depicting the data that has been collected as it is without intending to make conclusions that apply to the public or generalizations that will later be used to analyze the data. Based on the theory above, this research is a descriptive research, the data obtained from the research population is analyzed according to the statistical method used and then interpreted.

## RESULTS AND DISCUSSION

Based on the data that has been obtained previously, the researcher will describe the data to answer the formulation of the problem contained in Chapter I, namely the description of the hygiene sanitation of food and beverage Melting Pot Cafe, Standard Operational Procedure Concorde Hotel related to hygiene sanitation of food and beverage, and a description that contains efforts that can be made to prevent food contamination and also improve hygiene sanitation of food and beverage at Melting Pot Cafe, Concorde Hotel, Kuala Lumpur. The descriptions that can be given are:

Description of hygiene and sanitation of food and beverages at Melting Pot Cafe, Concorde Hotel, Kuala Lumpur This hygiene description covers two main areas, namely the back area which is used to prepare and process various food ingredients into food that is ready to be served to guests; and the restaurant area, where staff and guests are in the same area, where guests can also enjoy dishes prepared by the hotel. Related indicators that can answer the description of hygiene and sanitation of food and beverages are obtained by conducting three reviews, namely a review of the cleanliness of the kitchen and back area; a review of the completeness of kitchen and back area equipment; and a review of hand washing activities during the food handling process. From the data obtained through the review, it can be seen that the hotel staff have maintained the cleanliness and sanitation of food and beverages quite well, but still need efforts to maintain and improve the level of cleanliness and sanitation of food and beverages.

The explanation of the indicators related to the review mentioned above is:

1. Review of the cleanliness of the kitchen and back area; where 79.15% of respondents answered that cleanliness was going well, indicating that there were several aspects that needed more attention and improvement in order to improve the cleanliness and sanitation of food and beverages.
2. Review of the completeness of kitchen and back area equipment; where 73.6% of respondents answered that they had used the right utensils and equipment for the intended purpose, indicating that for some time the staff still did not use the right utensils and equipment for the intended purpose.
3. Review of hand washing activities during the food handling process; where as many as 54.15% of respondents answered that they had washed their hands, indicating that only the majority of staff had washed their hands, and avoided touching body parts during the food handling process. Description of the Concorde Hotel Standard Operational Procedure related to food and beverage hygiene and sanitation In collecting data on the description of the Standard Operational Procedure regarding food and beverage hygiene and its implementation in daily operations which will later also be related to efforts to prevent food contamination, the author uses the Standard Operational Procedure at the Concorde Hotel Kuala Lumpur as a guideline in conducting the review. From the description of the Standard Operational Procedure above, related indicators that can be used to answer the description of the implementation of the SOP in daily operations are obtained by conducting three reviews, namely a review of hand washing

activities after touching raw ingredients; review of the storage place for raw ingredients and ready-to-eat food ingredients; and review of the amount of food storage.

From the data obtained through the review, it can be seen that hotel staff have been able to carry out the Standard Operational Procedure quite well, but still need more effort to maintain and improve the level of cleanliness and sanitation of food and beverages, especially in the point of washing hands and avoiding touching body parts. The description of the indicators related to the review mentioned above are:

1. Review of hand washing activities after touching raw ingredients; where as many as 72.2% of respondents answered that they had washed their hands and disposed of garbage according to the place and type, indicating that more attention is needed to wash hands.
2. Review of storage places for raw ingredients and ready-to-eat food ingredients; where as many as 93.5% of respondents answered that they had stored different food ingredients according to their characteristics, indicating that the activity of storing raw ingredients and ready-to-eat food ingredients has been running well according to the Standard Operational Procedure.
3. Review of the amount of food storage; where as many as 84.7% of respondents answered that they had distinguished places to store food ingredients and implemented the first in-first out principle, indicating that most staff already understand the principle of storing food ingredients.

Description of efforts that can be made to prevent food contamination and also improve food and beverage sanitation hygiene. In conducting this study, researchers also considered various aspects and factors that play a role in the emergence of issues obtained, such as human error and so on. Therefore, researchers do not want to only show what things need to be fixed, but also propose solutions that are expected to be used to prevent food contamination and at the same time improve food and beverage sanitation hygiene in the future. Related indicators that can be used as examples of efforts to prevent food contamination are obtained by reviewing the knowledge of food contamination by Food and Beverage Service and Food and Beverage Product staff. In the review of food contamination knowledge by the staff, 91.52% answered that they had closed open wounds, provided covers for food to be delivered, and wore masks when sick, indicating that almost all staff understood food contamination. The point that needs more attention is reporting food contamination incidents immediately, because 22.9% of staff have not reported directly when a case occurs. Discussion

In this sub-chapter, the researcher will provide detailed answers to the problem formulation that was previously formulated in Chapter I, namely: description of hygiene sanitation of food and beverage Melting Pot Café; Standard Operational Procedure Concorde Hotel related to hygiene sanitation of food and beverage; and a description containing efforts that can be made to prevent food contamination and also improve hygiene sanitation of food and beverage at Melting Pot Café, Concorde Hotel, Kuala Lumpur. The details of the answers in question are: Discussion related to hygiene sanitation of food and beverage at Melting Pot Café, Concorde Hotel, Kuala Lumpur Hygiene sanitation is one of the most important factors in the operation of a hotel. It is not surprising that the level of hygiene sanitation of a hotel is used as an indicator of the quality of a hotel. The scope of this study is the back area and restaurant area of Melting Pot Café Concorde Hotel Kuala Lumpur, and the researcher found that the level of hygiene sanitation of Melting Pot Café staff was able to maintain the cleanliness and sanitation of food and beverage quite well, but still requires efforts to maintain and improve the level of cleanliness and sanitation of food and beverage.

Concorde Hotel's Standard Operational Procedure related to food and beverage hygiene and sanitation As an effort to maintain and improve the level of cleanliness and sanitation of food and beverages, Concorde Hotel has a Standard Operational Procedure that is used as an operational guideline so that staff activities in the food handling production chain are in accordance with the principles of hygiene and sanitation. In addition to having a good Standard Operational Procedure, staff must also have the habit of applying hygiene and sanitation that allows hotel operations to run well and in accordance with existing SOPs. The problem that often arises related to this is the indiscipline in implementing SOPs if there is no good supervision by the supervisor. From the data obtained, it can be seen that hotel staff have been able to apply the Standard Operational Procedure quite well, but there are several points that require special attention, namely the point of washing hands and avoiding touching body parts during the food processing process.

From direct observation and questionnaires given, it was found that hotel staff were still negligent in washing their hands and touching body parts, especially hair during the food processing process. This can be overcome by holding a short briefing to remind them of the importance of implementing the SOP, and providing a written warning to comply with the existing SOP as a preventive measure against unwanted problems, such as food contamination. This warning will later raise staff awareness to implement the SOP for hygiene and sanitation without needing to be reminded again. After the Standard Operational Procedure has been applied properly, the hotel must continuously evaluate the existing SOP based on what happens in the field in order to better accommodate guests and overcome new problems that arise.

In addition to having a Standard Operational Procedure that is used as an operational guideline, researchers also found that staff knowledge of food contamination was good, where it was seen that 91.52% answered that they had covered open wounds, provided covers for food to be delivered, and wore masks when sick. The

important point is the point of reporting food contamination incidents immediately, because 22.9% of staff have not reported directly when there is a case of food contamination. This needs to be improved, because by reporting contamination incidents, action can be taken and it is unlikely that similar incidents will occur again in the future. In this case, the evaluation carried out is not only aimed at maintaining hotel quality and finding solutions to a problem, but also to provide guests with a better stay experience. Guests who are satisfied with hotel services will leave better reviews and increase the hotel's rating itself, which is certainly desired by all hotels.

## CONCLUSION

Based on direct observation and data obtained from the questionnaire, the conclusions that the author can provide from the research and discussion in the previous chapter are as follows:

The level of sanitation hygiene of Melting Pot Cafe, Concorde Hotel Kuala Lumpur can be said to be in good condition. Hotel staff have been able to maintain the cleanliness and sanitation of food and beverages, both before, during, and after operating hours. More attention should be given to the point of avoiding touching body parts during the food handling process. The Standard Operational Procedure at Melting Pot Cafe, Concorde Hotel Kuala Lumpur related to sanitation hygiene has been implemented well in daily operations, where in the SOP there is an explanation of what is allowed and not allowed to be done, appeals, prohibitions, and recommendations related to sanitation hygiene both for oneself and the work area. In its efforts to prevent food contamination while improving sanitation hygiene of food and beverages, Concorde Hotel holds a briefing every two or three weeks which aims to evaluate operations, which also includes evaluations related to food contamination and sanitation hygiene.

In addition, Concorde Hotel also provides various training for staff to help maintain and improve the hygiene and sanitation of food and beverages at the Melting Pot Cafe, Concorde Hotel Kuala Lumpur. In this study, researchers found several less positive findings that were felt to require improvement, such as staff not always cleaning and sanitizing equipment for preparing food, rarely using different napkins for different purposes, and still holding body parts while preparing food. Therefore, the author tries to help prevent food contamination while improving the hygiene and sanitation of Concorde Hotel's food and beverages by providing input in the form of examples of Standard Operational Procedures that can be implemented in daily operations. The examples of Standard Operational Procedures are: Creating a log book containing the date and time of cleaning and sanitation of food equipment

Implementing the clean as you go principle (when in, during, and when leaving the work area; then all equipment is clean, waste has been cleaned and collected in trash bags, and work area surfaces are cleaned using disinfectant). Providing easily recognizable distinguishing marks on napkins for different purposes to avoid confusion (napkins for cleaning tables are distinguished from napkins used to polish cutlery) Requiring staff who come into direct contact with food ingredients to wear latex gloves, especially when cutting, stirring, or shaping dough, and when handling raw food ingredients. Ensuring that uniforms are free of holes, not wet, and not oily, to avoid touching with hands; Ensuring hair is wet (wet look), or not loose, so that it no longer needs to be styled with hands. Removing jewelry, especially that worn on the hands, such as rings, and metal bracelets that can easily contaminate food; Minimizing physical contact between hands and food as much as possible through the use of tools such as tongs, measuring spoons, teppanyaki spatulas, to maintain cleanliness and sanitation.

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