

## **Level of Sanitation and the Customers' Satisfaction among the Selected Night Café A La Carte in Divisoria, Cagayan De Oro City**

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### **ABSTRACT**

The study conducted at Night Café A la Carte in Divisoria, Cagayan de Oro City delved into an analysis of the level of sanitation focused on the following major points: (1) the level of sanitation in the a la carte; (2) the level of satisfaction among their customers; (3) the significant relationship between the level of sanitation of the A la Carte in Divisoria and their customers. In answering these problems, the researchers used the descriptive design in order to determine the sanitation in the Night cafe a La Carte by comparing the views of the vendors and the researchers' observation by using the approved observation checklist between the gathered information from the cafe's customers. The analyses yielded this result that there is a positive correlation between the water source, cooking area, waste disposal and proper dishwashing on the level of sanitation at the Night cafe A la carte and the customers' satisfaction in terms of cleanliness and appearance of the area and customer service and their correlation. In conclusion, there is a positive correlation between the water source, cooking area, waste disposal and proper dishwashing as to the level of sanitation of the vendors and the satisfaction of the customers in terms of the services offered and the location. Therefore, the level of sanitation varies from one A la Carte to another. However, the proper sanitation must be observed to gain customer's satisfaction.

**Keywords:** Night Cafe A La Carte, Food Sanitation

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### **INTRODUCTION**

Food Sanitation serves as the protection from contamination. It ensures consumers that food served on the table undergo a clean process of preparation. With this in mind, all operations involved and functions must be included in the program of sanitation. Contamination can be prevented by proper food handling, sanitary utensils and hygienic surroundings. Thereby protecting the health of the customers especially those patronizing street food stalls such as those found in the Night Café A La Carte. Sanitation is an ongoing dynamic function that cannot be sporadic or something that is done once a day or a week. This study focused on the level of sanitation and customers' satisfaction in selected night cafes Ala carte in Divisoria, Cagayan de Oro City. As customers, the researchers conducted this study to observe the sanitary condition of the place in order to promote improvement. This is

in response to the need for information on how sanitation is strictly practiced at the night café a la carte in Divisoria to ensure the health and safety of their customers. The current study benefits the community in a way to arouse the interest and to realize the relevance of strict implementation of proper food stall sanitation. This study will also educate stall owners to strictly observe sanitary policies and guidelines.

The proposed plan of transforming Divisoria into Night Cafes every Friday and Saturday was long implemented to attract people to get together and have fun during weekend nights. The said cafes are likened to the set up of cafes in Vienna, Austria. Indeed, it is ideal to have such night cafes in the heart of this city, which is Divisoria. In a visit to Vienna, Austria by this writer, cafes play a big role and popular in Vienna's society. For one, in putting up these night cafes, cleanliness must be considered. One thing that really impresses a Filipino traveler in Europe is its cleanliness. The people there are disciplined and they do not litter and the government observes proper waste management. Solid wastes are not just dumped anywhere but garbage are recycled and waste water are not just thrown into the waterways without waste water treatment. If only the government provides these vendors the proper ways to dispose solid and water wastes. (Comments to ellenred@journalist.com, Wednesday, June 25, 2003)

If this study was not conducted, consumers, vendors and health officials will not be aware of the level of sanitation of the area which would mean losing the chance for improvement in terms of sanitary practices in terms of water source, cooking area, waste disposal and dish washing.

## **OBJECTIVES OF THE STUDY**

The study pursued the following objectives:

1. To determine the level of sanitation in the a la carte's in the night cafes
2. To establish the level of satisfaction of their respective customers in terms of customer service and the sanitation of the stalls.
3. to relate the level of sanitation and the customers satisfaction.

## **METHODS**

The research design used in this study is the descriptive analytic design. The study evaluates the level of sanitation in terms of water source, dishwashing, cooking area and waste disposal in the a la carte for improvement and changes as well as the level of satisfaction among the customers at Night cafe A la Carte Divisoria, Cagayan de Oro City. There were steps followed and considered during the gathering of data. First, a formal letter was written and submitted to the City Mayor's Office. Upon its approval, the researchers finalized the schedule and visit for the observation of the Night cafe a La Carte for three weeks in terms of water source, cooking area, waste disposal

as well as washing the dishes. Questionnaire on the level of satisfaction were answered by the researchers as customers of the said A la Carte. Lastly, the researchers tallied the gathered data.

## RESULTS AND DISCUSSION

Table 1. Level of Sanitation in Terms of Water Source

Indicators	Weighted Mean	Verbal Description
Clean water source for washing the utensils and dishes	2.33	Moderate
Constant changing of water for hand washing	1.93	Moderate
OVERALL	2.13	Moderate

Table 1 shows that the night café ala carte were observed to have a moderate level of sanitation in terms of water source of which highest weighted mean is the use of a clean source for washing the utensils and dishes which is 2.33.

Clean water for washing the dishes and hands of the customers at night café is very necessary since health is at great risk if water used is unclean or contaminated. It would pose a problem to the patronizing customers in the area because there are many diseases that can be possibly acquired through contaminated water. According to the multi-year research strategy under the produced and imported food safety initiative by the US food and drug administration center for food safety and nutrition on September 1998, wherever water comes in contact with, produce its source, and quality dictates the potential for pathogen contamination. Irrigation and surface runoff waters can be sources of pathogenic microorganisms that contaminate fruits and vegetables in the field. Likewise, contaminated water used during processing can be a source of pathogens on produce.

Table 2. Level of Sanitation in Terms of Cooking Area

Indicators	Weighted Mean	Verbal Description
Cleanliness of the Place for cooking	1.93	Moderate
Clean chopping boards and knives	2.33	Moderate

Cleaned cooking utensils before cooking	2.11	Moderate
OVERALL	2.12	Moderate

Table 2 shows that the night café ala carte got the highest weighted mean in terms of having a clean chopping boards and knives which is 2.33. This signifies a moderate level of sanitation and lowest weighted mean for cleanliness of the place which is 1.93 which means that there is a moderate level of sanitation. However, the over all weighted mean is 2.12 which denotes a moderate level of sanitation in terms of cooking area.

Based on HACCP & Sanitation in Restaurants and Food by Lora Aduser, the cooking area affects the sanitation of food since the working environment and preparation of food is of primary importance. All foods on display must be protected from any contamination.

Table 3 Level of Sanitation in Terms of Waste Disposal

Indicators	Weighted Mean	Verbal Description
Garbage cans have cover	1.33	Low
Proper outlet of waste water	1.63	Low
Garbage are segregated	1.07	Low
Proper disposal of waste water	1.59	Low
Over - all	1.41	Low

Table 3 shows that the night café ala carte were observed to have a low level of sanitation in terms of waste disposal. Lowest weighted mean was obtained in terms of garbage segregation which is 1.07.

It was observed that there were few stalls with garbage cans and most of the garbage cans do not have covers thus, exposing the garbage. The researchers also observed that almost all of those who have garbage cans did not practice segregating the wastes collected. This implies a possibility for contamination of food prepared or displayed in the area. This may also hinder consumers' satisfaction. According to George and Frank Kreith McGraw-Hill on 2002 in his topic "In the Facts to consider for the various methods of managing food waste", a hierarchy of food waste management policy objectives should include reduction, reuse, and recycling, with disposal to

a landfill being the least preferred strategy. Food waste is a reality, even in recognition of the best efforts to reduce or reuse. The next best environmental strategy is to recycle food wastes and utilize the energy and nutrient value as a resource, while minimizing detrimental public health effects, fossil fuel consumption, and emissions in the process of recycling

Table 4. Level of Sanitation in Terms of Dishwashing

Indicators	Weighted Mean	Verbal Description
Cooking utensils and dishes washed with soap and clean water	3.00	High
Cooking utensils and dishes washed with bleach solution (1/4 cup bleach : 5 gallons water) or Chlorine 50 ppm in lukewarm water.	1.00	Low
OVERALL	2.00	Moderate

Table 4 shows that a high level of sanitation was observed in terms of washing cooking utensils and dishes with soap and water, however, there was a low level of sanitation when it comes to washing public utensils with bleach solution. However, the over-all weighted mean for this item is 2.00 which means moderate level of sanitation.

This denotes that the night café food stalls rarely sanitize their utensils with bleach solution or Chlorine 50 ppm. This practice is contradictory to the statement of Lora Aduser in her article entitled HACCP & Sanitation in Restaurants and Food, proper dishwashing of utensils plays an important role in maintaining food sanitation and preventing contamination. All dishes which are used by the public must be cleaned and sanitized with bleach solution after washing with soap and water. However, an observation on the use of alternative ways such as the use of hot water, oven or hot air was not included in this study.

Table 5. Distribution of Statistics on the Level of Sanitation and Customer's Satisfaction at A la Carte Divisoria.

Customer service						Area				
indicators	R-value	De-gree	Direc-tion	Inter-pretation	Deci-sion	R-value	De-gree	Di-rect-ion	Inter-pretation	Deci-sion
Water source	0.89 P=,000	High	Direct	Signifi-cant	Reject	0.89 P=,000	High	Di-rect	Signif-icant	Reject
Cooking area	0.78 P=,000	High	Direct	Signifi-cant	Reject	0.80 P=,000	High	Di-rect	Signif-icant	Reject
Waste disposal	0.65 P=,000	Mod-erate	Direct	Signifi-cant	Reject	0.70 P=,000	High	Di-rect	Signif-icant	Reject
Dish-washing	0.79 P=,000	High	Direct	Signifi-cant	Reject	0.81 P=,000	High	Di-rect	Signif-icant	Reject

There is a high direct and significant relationship between area and water source ( $R=0.89$ ), cooking area ( $R=0.80$ ), dishwashing ( $R=0.81$ ) and waste disposal ( $R=0.70$ ). It is because the area plays a major part in considering the sanitation of a certain a la carte stall since it is where the food being ordered are prepared and cooked. These factors will be the customer's basis in determining the sanitation as well as their level of satisfaction.

On the basis of the findings, the null hypothesis is rejected

It implies that the customers' satisfaction depends on the level of sanitation of the area and services offered. Since there is correlation between the two variables, sanitation practices should be observed and strictly implemented to prevent possibility of acquiring diseases that may threaten public health.

## CONCLUSIONS

The results revealed that there is a positive correlation between the water source, cooking area, waste disposal and proper dishwashing in terms of the level of sanitation of the vendors and the satisfaction of the customers. The level of the vendors' sanitation in terms of the mentioned variables directly affects the customers' level of satisfaction.

## RECOMMENDATION

After conducting the study and coming up with the results, the researchers recommend the following:

1. A la carte vendors must be required to secure sanitary clearance before given the chance to engage in the a la carte business. They, likewise, have to strictly comply with the use of clean source of water for the drinking and washing of the utensils
2. Each cooking area must be cleaned every after use.
3. Each a la carte must have covered garbage cans or trash cans.

4. Utensils must be cleaned and sanitized.
5. There should be a close follow up study to be conducted regarding the subject for awareness in the prospective customers or the public on the necessity of hygiene and sanitation in “eating places”.

This study must be the basis for improving the level of sanitation of the night cafe in Divisoria, Cagayan de Oro City especially with regard to the variables of sanitation that was tested in the study. The researchers recommend that the variables identified to have a low level of sanitation be much improved for the ideal cleanliness expected and satisfactory services to the customers at Night Cafe, Divisoria, Cagayan de Oro City.

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