

**SURVEY ON THE HYGIENE AND SANITATION AWARENESS AMONG
FOODSERVICE WORKERS IN RESTAURANTS IN SHAH ALAM
(SECTION 2-24)**

By

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ABSTRACT

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Study on the Hygiene and Sanitation Awareness of Foodservice Workers in Restaurants in Shah Alam was conducted to obtain information on the level of awareness of the foodservice workers working in restaurants in the City of Shah Alam. This study was conducted using questionnaires, interviews and observations. 40 restaurants in the City of Shah Alam were used as the sample and each restaurant was given 1 questionnaire each. This study is conducted to ensure that the workers know how to prepare, handle and serve food the proper way and also to ensure the sanitation of the premise and equipments used. This survey was also conducted to find out the level of knowledge of the foodservice workers on the importance of hygiene and sanitation in their work. This survey also covers whether the management responsibility in providing training and facilities for the workers were met. Overall, the level of awareness and knowledge of the workers were above average, but this needs to be improved to ensure that there will be no foodborne diseases due to cross-contamination from occurring. The management had also provided training and adequate facilities for them to work effectively in the aspect of hygiene and sanitation.

CHAPTER 1

INTRODUCTION

The study of hygiene and sanitation awareness among foodservice workers is to be conducted for an overall view of how management responsibilities and the worker's knowledge are to play a role to the hygiene and sanitation aspects in the food premise. Large food processing and preparation operations have increased the need for improved sanitary practices from processing to consumption. This trend presents a challenge to every employee in the food processing and food preparation industry.

Sanitation is an applied science for the attainment of hygienic conditions. Therefore, it is proven that sanitation and hygiene are correlated with one another. Because of increased emphasis on food safety, sanitation is receiving increased attention from those in the food industry. Traditionally, inexperienced employees with very few skills who have received little or no training have been delegated sanitation duties. Yet sanitation needs extensive training and knowledge. Without this training and knowledge, it is difficult to obtain the required hygienic conditions. Therefore it is very important that the foodservice workers have adequate knowledge on sanitation practices to ensure that hygienic conditions are met.