

## Food Poisoning Prevention Efforts at Hotel Tentrem Yogyakarta; Effective Procedures and Actions

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KEYWORDS	ABSTRACT
food poisoning; tentrem hotel; food contamination; food safety procedure	This study aims to identify and analyze the most effective procedures and preventive measures in an effort to prevent food poisoning cases at the Tentrem Hotel Yogyakarta. The methodology used in this study includes direct observation of the food processing and serving process, interviews with hotel staff including chefs and kitchen managers, and analysis of documents related to food safety standard operating procedures (SOPs) applicable at the Tentrem Hotel Yogyakarta. The analysis technique in this study uses the Milles and Hubberman (1994) approach consisting of data reduction, data presentation, and drawing conclusions. The results of the study indicate that the implementation of strict hygiene protocols, such as washing hands before handling food, using personal protective equipment and cleaning kitchen equipment regularly, is very important in preventing food contamination. In addition, regular training for staff related to knowledge of food safety and strict supervision of the food supply chain are also important factors in maintaining the quality of the food served. Proper monitoring of food storage and cooking temperatures can prevent the growth of harmful bacteria. Furthermore, the implementation of the Hazard Analysis and Critical Control Points (HACCP) system consistently and comprehensively is a key factor in reducing the risk of food poisoning at Hotel Tentrem Yogyakarta. Thus, this study concludes that the combination of strict hygiene procedures, regular employee training, effective supervision, and comprehensive implementation of the HACCP system can increase the effectiveness of food poisoning prevention efforts. This contributes significantly to maintaining the quality, safety, and customer confidence in the food services served at Hotel Tentrem Yogyakarta, as well as ensuring a safe and enjoyable stay experience for guests.

## INTRODUCTION

Food safety is a fundamental aspect in the hospitality industry, especially in star-rated hotels that serve guests from various backgrounds with diverse consumption needs (Arisanti et al., 2018). Food poisoning is one of the serious threats that can reduce guest confidence in hotel services. A study by Susanti et al. (2020) shows that food poisoning incidents are often related to lack of compliance with hygiene standards in hotel kitchens. As one of the five-star hotels in Yogyakarta, Hotel Tentrem Yogyakarta faces a major challenge to ensure that all food served meets the highest safety and quality standards.

In an effort to prevent food poisoning, Hotel Tentrem Yogyakarta has implemented various preventive measures. These procedures include the implementation of standard operating procedures (SOP) in the kitchen, regular training for staff, strict supervision of personal hygiene, and monitoring the quality of food raw materials (Arisanti et al., 2018). According to research by Iskandar et al. (2019), regular training and consistent implementation of SOPs can reduce the risk of food contamination by up to 30%. In addition, the management of food processing and storage processes is carried out with the principle of caution to minimize

the risk of contamination. However, the effectiveness of these efforts needs to be evaluated to ensure their success in preventing unwanted incidents.

Analysis of the effectiveness of these efforts is important because hotel kitchen operations involve various complex, interrelated aspects. The risk of contamination can come from internal factors, such as staff non-compliance with SOPs, to external factors, such as the quality of raw materials from suppliers (Arisanti et al., 2018). Research by Rahmawati et al. (2021) shows that supervision of the raw material supply chain plays an important role in maintaining food safety in hotels. Therefore, this study aims to assess the extent to which the preventive measures implemented by Hotel Tentrem Yogyakarta have met applicable food safety standards.

This study is not only relevant for the management of Hotel Tentrem Yogyakarta in evaluating internal policies but can also be a reference for the hospitality industry in general. The results of the study are expected to provide strategic recommendations to improve food safety standards, thereby creating a safe consumption experience for guests and strengthening the hotel's reputation as a high-quality service provider. The study conducted by Pratiwi et al. (2022) also emphasized the importance of continuous evaluation of food safety policies to maintain the quality of service and hotel reputation. Thus, this study contributes to the sustainability efforts of the hospitality industry by improving the health and food safety aspects.

## LITERATURE REVIEW

### 1. Food Safety in the Hospitality Industry

Food safety is a crucial aspect in the hospitality industry, especially in maintaining the quality of service and guest health. According to Lukman and Kusnandar (2015), food safety must be met by food producers throughout the food chain to ensure that products are safe when they reach consumers. The government is responsible for protecting the public by establishing regulations and supervision throughout the food supply chain.

### 2. Causes and Risks of Food Poisoning

Food poisoning occurs due to the consumption of food contaminated by pathogens such as bacteria, viruses, or parasites. According to Herfangsyah and Handoko (2015), consumer expectations and perceptions of the implementation of food safety in restaurants greatly affect their satisfaction. Lack of implementation of a food safety management system can increase the risk of food poisoning.

### 3. Implementation of Standard Operating Procedures (SOP) in Hotel Kitchens

Kitchen SOP is a work guideline designed to ensure that all food processing activities are carried out according to established standards. According to Maristy and Irwandi (2021), the implementation of good SOPs in hotel kitchen operations can improve service quality and guest satisfaction.

### 4. Monitoring and Evaluation of Food Safety Policies

Monitoring the implementation of food safety policies is essential to identify potential risks and correct weaknesses in existing systems. According to Siaputra (2020), food safety, food quality, and brand image have a significant influence on consumer repurchase interest. Therefore, continuous evaluation of food safety policies is needed to maintain the hotel's reputation.

## 5. Impact of Food Safety on Hotel Reputation

Guaranteed food safety can increase guest satisfaction and loyalty, while food poisoning incidents can damage the hotel's image. According to Herfangsyah and Handoko (2015), it shows that implementing of good food safety in hotel restaurants can increase customer satisfaction, which in turn strengthens the hotel's reputation.

## 6. Conceptual Framework of the Research

This research is based on the theory of risk management that identifies, analyzes, and evaluates risks related to food safety. In addition, the theory of quality control is used to understand how SOP, training, and supervision can be applied to manage food safety risks at Hotel Tentrem Yogyakarta.

## METHOD

This study uses a qualitative approach with the aim of understanding the effectiveness of food poisoning prevention efforts at Hotel Tentrem Yogyakarta in depth. This approach was chosen because it can collect comprehensive information related to policy implementation, obstacles faced, and perceptions of actors involved in food safety management. This study is included in the type of qualitative descriptive research, which aims to describe phenomena, patterns, and processes related to food poisoning prevention efforts in hotels. This approach allows researchers to explore food safety issues from various perspectives. The location of the study was at Hotel Tentrem Yogyakarta, which is one of the five-star hotels with a high reputation in Yogyakarta. The subjects of the study included 1) Food and Beverage Director: to obtain information about policies and SOP implementation; 2) Chef or kitchen staff to understand the technical implementation in the food processing process; 3) Quality manager or hygiene officer: to gain insight into food safety supervision and evaluation. The data in this study were collected through several methods, including in-depth interviews conducted semi-structured with the kitchen manager, kitchen staff, and hygiene officers. This interview aims to obtain data on policies, SOP implementation, and challenges faced, Direct observation, in this case the researcher observed the food processing process in the kitchen, from receiving raw materials to serving food. Observations were made to verify compliance with SOPs, Documentation, involving the collection of related documents, such as kitchen SOPs, hygiene inspection reports, and staff training data. The data obtained were analyzed using the Milles and Hubberman (1994) approach, which consists of data reduction, data presentation and drawing conclusions. The validity of the data in this study was maintained through triangulation of data sources, Comparing data from interviews, observations, and documentation to ensure consistency. Member checking, confirming the results of interviews with informants to ensure the accuracy of data interpretation. Peer debriefing, discussions with experts or fellow researchers to obtain input and validate interpretations.

## RESULTS AND DISCUSSION

### 1. Implementation of Standard Operating Procedures (SOP) in Food Processing

The results of observations and interviews show that Hotel Tentrem Yogyakarta has a detailed SOP related to food processing, including receiving raw materials, storage processes, processing, and serving food. This SOP is designed to minimize the risk of biological, chemical, and physical contamination. However, in practice, there are several obstacles, such as:

- a. Non-compliance of kitchen staff in following certain procedures, especially during peak hours.

- b. Lack of direct supervision by the kitchen manager on the night shift.

This indicates that even though SOPs already exist, implementation in the field still requires improvement, especially through more consistent supervision.

## 2. Kitchen Staff Training and Competence

The results of interviews with kitchen managers and staff indicate that Hotel Tentrem routinely holds training related to food safety and hygiene. This training includes:

- a. Knowledge of foodborne pathogens and how to prevent them.
- b. Correct food storage techniques to maintain the freshness of raw materials.

However, some staff feel that the frequency of training is still lacking, especially for new staff. This has the potential to cause a knowledge gap between experienced staff and new staff.

## 3. Supervision of Raw Material Supply Chain

The documentation results show that the hotel has a strict supervision system for raw materials received from suppliers. Every raw material must go through inspection before being received by the kitchen staff. However, interviews revealed several challenges:

- a. Not all suppliers have food safety certification, even though they have been working with the hotel for a long time.
- b. Difficulty in ensuring the quality of fresh raw materials during extreme weather conditions or logistical disruptions.

This suggests that the hotel needs to re-evaluate its supplier selection criteria to improve the quality of raw materials.

## 4. Cleanliness and Sanitation Management

Direct observation in the kitchen showed that Hotel Tentrem has high standards of cleanliness, with regular cleaning schedules for kitchen equipment, work areas, and storage. However, interviews with kitchen staff revealed several issues:

- a. Lack of specific cleaning tools for some types of kitchen equipment, such as blenders and meat cutters.
- b. Not all staff consistently use personal protective equipment (PPE) such as gloves and head coverings.

This suggests that even though the cleanliness policy has been implemented, further supervision is still needed to ensure compliance.

## 5. Guest Perception of Food Safety

Interviews with several hotel guests showed that most were satisfied with the quality and cleanliness of the food served. Several guests also appreciated the hotel's transparency in listing allergy information and food

content on the menu. However, there were suggestions from guests to provide more organic and preservative-free food options.

#### 6. Evaluation and Monitoring of Food Safety Policy

The results of interviews with hygiene officers showed that the hotel periodically evaluates its food safety policy through internal audits and external inspections. However, there were several findings:

- a. Not all findings from internal audits were immediately followed up, especially those related to improving kitchen infrastructure.
- b. Monitoring on the night shift is still less intensive than the morning and afternoon shifts.

### CONCLUSION

1. Hotel Tentrem Yogyakarta has a comprehensive food safety policy, but its implementation still needs improvement in terms of staff supervision and compliance.
2. More intensive and scheduled training for kitchen staff, especially new staff, is needed to ensure even competency.
3. Supervision of the raw material supply chain needs to be improved, especially in ensuring supplier food safety certification.
4. Kitchen cleanliness is maintained, but consistency in the use of personal protective equipment and cleaning of certain tools needs to be improved.
5. Guest perceptions of food safety are positive, but there is an opportunity to increase healthier and more environmentally friendly food choices.

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