

GRG TRUST RESEARCH PROJECT

AN ANALYSIS OF FOOD HYGIENE AND SAFETY PRACTICES OF HOTELIERS IN COMIBATORE CITY

PI: Mrs. D. Mythili, Asst. Professor/ BBA IB

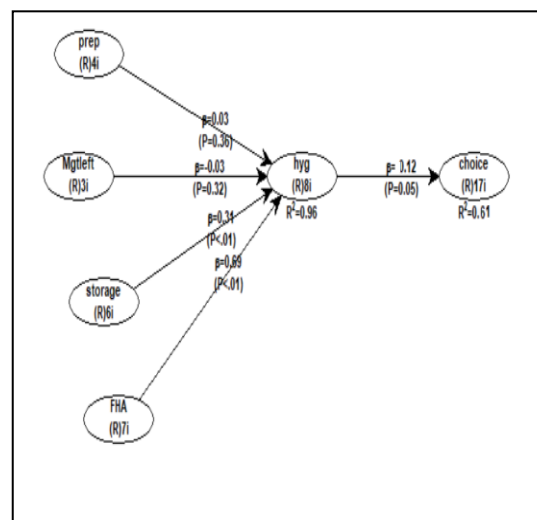
Co PI: Mrs. V. Akalya, Asst. Professor/ BBA IB

Amount Sanctioned: Rs 0.35 lakhs

Year: 2019 - 2020

Project outcomes:

- From the study, it is identified that the variable storage process of food items and food handlers attitude are positively influencing the hygiene practices of hotel and it also found that the hygiene practices significantly influencing the customer choice of hotels while they go out for dining. So Hygiene practices play a major role in satisfying customers.
- Nearly 50% of the respondents have not attended any form of food safety training programmes. Management should ensure that all the employees are educated about food hygiene and safety practices. This could be achieved through public engagements, meetings, conferences, workshops, and training programs on the proper food safety procedures. The media, civil society organizations, youth, students, and health organizations should be actively involved in creating awareness about food safety.
- Since most of the hoteliers felt that the cost of food safety testing and implementation of FSSAI requirements were considered more expensive they hesitant to go for frequent testing. This kind of attitude can be changed by easy access of the service with nominal cost for testing the food items. To motivate the hoteliers, reward points can be given to them when they do frequent food testing. FSSAI need to promote private food testing labs for the easy access of food testing.
- It is also identified that majority of the customers are not aware about FSSAI standard and frequent food safety testing need to be done by hotels. Customers need to be educated regarding the FSSAI standards, their rights and responsibilities through campaign, advertisement in social media etc., when customers demand for the standards, the hoteliers will definitely go for frequent food testing which will increase the goodwill of hotel among customers.



For more information, please contact: mythilid@psgrkcw.ac.in, akalya@psgrkcw.ac.in

- ❖ Publications: 02
- ❖ Conference/ Seminar/ Workshop: 04 Workshop
- ❖ Books: Nil
- ❖ Any other achievements: Nil



PSGR Krishnammal College for Women



• UGC-certified College of Excellence • Autonomous • Affiliated to Bharathiar University • ISO 9001:2015 Certified • Reaccredited with 'A' Grade by NAAC • Ranked 16th in NIRF 2018 by MHRD

..... (Do not exceed more than one page)