

FOOD-SAFETY PRACTICES AND EMPLOYEE QUALITY STANDARDS AT SELECTED SHAKEY'S AND PIZZA HUT BRANCHES: A COMPARATIVE ANALYSIS

ABSTRACT

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DISCIPLINE

Hospitality Management

KEYWORDS

food safety, employee quality standards, standard operating procedures, fast-food chains, comparative analysis

ARTICLE ID

AASGBCPJMR-AB31124

Food safety is a critical concern in the food-service industry, particularly in fast-food restaurants that serve large numbers of customers daily. Improper food handling, preparation, and storage may cause foodborne illness, threatening consumer health as well as an establishment's reputation and revenue. In fast-food chains such as Shakey's and Pizza Hut, adherence to standard operating procedures (SOPs) is important for maintaining consistent service and food quality. The study used a descriptive-comparative research design to determine and compare the implementation of food-safety practices and employee quality standards at selected Shakey's and Pizza Hut branches. The respondents comprised thirty (30) employees from selected branches of the two fast-food chains. Data were collected using a researcher-developed survey questionnaire covering (1) respondent characteristics, (2) compliance with food-safety practices, and (3) employee quality standards. The assessed practices included personal hygiene, food-handling procedures, food storage, sanitation, and adherence to SOPs. The findings indicated that both Shakey's and Pizza Hut implemented food-safety practices. Most respondents demonstrated awareness of personal hygiene, proper handwashing, and the use of appropriate uniforms and protective equipment while working. The source text also noted that deficiencies in these areas may increase the risk of food contamination and reduce service quality, however, no comparative values or statistical test results were reported. The findings suggest that proper training, clear SOPs, and regular monitoring are important for supporting food safety, service quality, and customer satisfaction in fast-food establishments. Improved management of food-safety practices may also strengthen consumer trust. The study's recommendations may assist management in developing policies and programs to improve food safety and employee quality standards.

RECOMMENDED CITATION

Atimon, J. I., Domanais, J., Ortiola, L. E., Ramos, A., & Virtudazo, J. (2026). Food-Safety Practices and Employee Quality Standards at Selected Shakey's and Pizza Hut Branches: A Comparative Analysis. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 8(6), 65.