

CUSTOMER PERCEPTIONS OF FOOD-SAFETY COMPLIANCE AMONG KITCHEN PERSONNEL AT WATAMI GRILL & SUSHI BAR RESTAURANT IN QUEZON CITY

ABSTRACT

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Food safety is an important public-health concern in restaurants because improper handling may contribute to foodborne illness. This study examined customer perceptions of kitchen personnel's sanitation, hygiene, grooming, and food-handling practices at Watami Grill & Sushi Bar Restaurant in Quezon City. It also identified reported challenges and areas for improvement. The study used a quantitative descriptive design. A structured questionnaire based on Republic Act No. 10611, the Food Safety Act of 2013, and Presidential Decree No. 856, the Sanitation Code of the Philippines, was administered through purposive sampling to 50 restaurant customers. Data were analyzed using frequency, percentage, weighted mean, t-test, and one-way analysis of variance at a 0.05 significance level. Most respondents were aged 24–29, slightly more were female, and most visited monthly. Customers generally gave favorable ratings to kitchen personnel's food-safety practices. Preparation-area cleanliness and organization were positively evaluated. Minor concerns involved inconsistent handwashing, working while ill, and use of hair restraints. Food separation and temperature control were highly rated. Reported challenges included maintaining sanitation during peak hours, limited cleaning supplies, and insufficient safety training. No significant differences were found across demographic groups. Customer perceptions indicated satisfactory compliance overall, with a continuing need to improve consistency during peak periods. Stronger supervision, adequate cleaning supplies, regular food-safety training, hand-hygiene compliance, illness policies, and grooming controls may support higher standards.

RECOMMENDED CITATION

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