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The Contents

- 1 PERCEPTION OF MALE STUDENTS TOWARDS HOSPITALITY MANAGEMENT AS A COURSE OF STUDY IN TWO POLYTECHNICS IN SOUTHERN NIGERIA.** *Okorejior, F. A and Imoagene, G.*
- 8 E-MARKETING STRATEGIES AND CUSTOMER PATRONAGE IN SELECTED HOTELS IN UMUAHIA NORTH, ABIA STATE, NIGERIA.** *Okpaleke, Vivian Chioma and Ezeanyi, Maryjane Chinonso*
- 15 FOOD SAFETY CHALLENGES ENCOUNTERED BY HOTEL EMPLOYEES IN THE HOTEL INDUSTRY IN SOUTHWESTERN NIGERIA.** *Ajagunna, Adebimpe Elizabeth and Arowosafe, Folusade Catherine*
- 21 EFFECT OF DESTINATION IMAGE ON TOURIST SATISFACTION AND LOYALTY IN TOURIST CENTERS IN ABIA STATE, NIGERIA.** *Cletus Okechukwu Obinwanne and Obed Luka Kpaji*
- 30 ORGANOLEPTIC ATTRIBUTES OF WANKE PREPARED WITH SELECTED VARIETIES OF COWPEA.** *Folalu, A. A and Aneke, F. O.*
- 35 THE INFLUENCE OF ECONOMIC RECESSION IN HOSPITALITY INDUSTRY, IN A TIME OF COVID-19 PANDEMIC: A STUDY OF SELECTED HOTELS IN UMUAHIA ABIA-STATE NIGERIA.** *Amaechi- Chijioke, Juliet, Omolaja, Magaret Oghoritse and Ibeh, Phibian Vivian*
- 40 ACCEPTABILITY OF PROCESSED TIGER NUT (*Cyperus esculentus*) MILK BY VISITORS IN AGODI GARDENS OF IBADAN, OYO STATE, NIGERIA.** *Apata, O. C, Rabi, Z. O, Alabi, R. A and Muh'd Bashir-Adesina, S. B*
- 46 HERITAGE RESOURCES AND INTERPRETIVE POTENTIALS OF OSUN OSOGBO GROVE AND OLUMIRIN WATERFALL DESTINATIONS OF NIGERIA.** *Akande, A. B. and Ogunjinmi, A. A.*
- 54 EVALUATION OF THE WEAKNESSES AND THREATS OF NWONYO FISHING FESTIVAL IN IBI LOCAL GOVERNMENT AREA, TARABA STATE, NIGERIA.** *Inyang, O. E, Bawa, P. T., Gagbanyi C. T and Aminu, A. K.*

FOOD SAFETY CHALLENGES ENCOUNTERED BY HOTEL EMPLOYEES IN THE HOTEL INDUSTRY IN SOUTHWESTERN NIGERIA

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ABSTRACT

The aim of the study was to determine the challenges encountered by hotel employees and management in practicing food safety knowledge in selected hotels in South-Western Nigeria. The study sample size consists of all employees (202) working in the Food and Beverage section of the nine purposively selected hotels in Ondo, Ekiti, and Osun States. The study used a descriptive approach where data were collected using a structured questionnaire. Data collected were analysed using descriptive statistics. It was determined that there were challenges faced in practicing food safety knowledge in the selected hotels. Such challenges experienced by the food handlers and hotel managements are lack of cooperation from the employees, load work, lack of finance, lack of full work space, and inadequate facility. It was revealed that the level of food safety knowledge and practice of the hotel employees is moderate. There is need to reinforce the food handlers' knowledge of food safety in the hotels through training and regular evaluation.

Keywords: Food, food safety, hospitality industry, challenges

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INTRODUCTION

Food is vital for life but can only serve such an important purpose if it is safe and secure to ingest. The trend of eating out has increased in the past few decades, so also is the responsibility of food handlers in catering establishments to serve safe foods to consumers. According to World Health Organization (2020), globally, 220 million people get contaminated through infected foods and 96,000 die simply because of the consumption of unsafe food listing those at high risks as the expectant mothers, infants, children, the elderly and individuals with predispositions to other illness. Also, the report given by Center for Disease Control (2018) stated that, approximately 48 million people get contaminated, 128,000 people get hospitalized, and 3,000 humans die from food borne diseases each year in the United States.

Food safety is one of the significant goals to be achieved for global health, because food borne diseases are threats to human's health (Velusamy, *et al.*, 2010). The Australian Institute of food safety (2019) stated that, food safety is conceptualized as the prevention of food from contamination which may lead to food poisoning. As such, food safety should be achieved through having proper storage, chilling and heating of food by considering the right

temperature, maintaining a high level of personal hygiene in particular hand washing, effective cleaning, and sanitization of surfaces, pieces of equipment, utensils, and pest control.

Hospitality industry includes businesses responsible for the provision of accommodation, food, drinks, and other supplementary services (Bello and Bello, 2020). Food safety is a public health concern and also a multidisciplinary issue that needs to be explored in the hospitality industry, which can be in form of counter service, a drive-through, a sit-down restaurant, take-out and/or delivery (Raimi & Towobola, 2011).

Several recent studies have established that many foodborne disease outbreaks are caused by food handler's inability to store food at correct temperatures and the cross-contamination of food due to unhygienic handling practice (Baluka, Miller, & Kaneene, 2015), poor personal hygiene and the procurement of food from unreliable sources (Sani & Siow, 2014), in addition to inadequate knowledge of food safety (Ifiadike, Ironkwe, Adogun, & Nnebue, 2014).

These days, many sectors of the hospitality industry, especially the food and beverage section employ staff who knows nothing about food safety practices

or culture. Till today, the efficacy of training in terms of adding to the knowledge, changing behaviour and attitudes to food safety is still in question in food handling. In essence, if food handlers receive adequate training on proper food handling practices, there is a likelihood of experiencing a significant decline in food borne diseases.

Food safety, hygiene, and sanitation are among the most important issues that need urgent attention in hotel management. It is on the basis of the high level of importance of food safety to both the suppliers and the consumers in hotel management that this study is designed to determine **food safety** knowledge and awareness **among hotel workers in South Western Nigeria**, and investigate the challenges hotel employees and management face when applying food safety knowledge in hotels.

LITERATURE REVIEW

Food safety is very necessary in every aspect of food production, to the health of the consumer, in the hospitality sector. Payne and Theis (2012) declared that food service is unique because it touches the lives of every person on a daily basis. As food service is defined as where the food is regularly served outside the home, the industry continues to evolve since food establishments can be found anywhere, including hotels, fast food outlets, hospitals, schools, universities, convenience stores, supermarkets, nursing homes, stadium concessions, child care and elder care, military bases, transport terminals, prisons, and so on (Garayoa *et al.*, 2011).

In the discovery of Campos *et al.*, (2009) food handlers have important role in contaminating food. This implies that food service staff plays a pivotal role in the prevention of food borne disease although they continue in most cases not to follow food safety practices when working in food service facilities (Kibret & Abera, 2012). The WHO (2020), argues that the primary responsibility of food safety lies with the food producer because food contamination can take part at any point of production and distribution. Jackson, (2011) and Jahan, (2012) also contributed that one of the main contributors to foodborne outbreaks in the food service sector was found to be food handlers.

According to Kilibarda (2019), if the procedures concerning the procurement and storage, preparation, or serving of food is not followed attentively, there could be an appearance of

foodborne illnesses to the consumers, which in this case of human health represents a far greater problem than any amount of food wasted that might appear through-out the process. Jianu and Chis, (2012); Martins, Hogg, and Otero, (2012) identified the common mistakes that occur during cooking, cooling, and re-heating phases of foods to include cross-contamination, personal hygiene failures, and errors made in handling foodstuff, regardless of time–temperature relation.

The CDC (2005) further added that poor hygiene practices, inadequate cooking, improper temperatures, use of contaminated equipment and poor personal hygiene contribute significantly to the spread of food borne diseases. Food safety knowledge of food handlers is mainly associated with proper handling, storage of food and preparation (Kwol *et al.*, 2020). Gaining food safety knowledge is essential as it could potentially minimize the outbreak of food-borne diseases (Jianu and Golet 2014). The level of food safety knowledge is related to the food handlers' attitudes and practices (Zanin *et al.*, 2017). Their attitude is a fundamental factor that could influence food safety behaviour and practices (Kwol *et al.*, 2020). A positive attitude will assist to acquire the knowledge of safety thereby ensuring safety of food for all consumers (Akabanda *et al.*, 2017).

Additionally, laws for hygienic food need to be created to protect the consumer, while continuous training of food vendors could help address the lack of food quality and safety knowledge (Cortese, Veiros, Feldman, & Cavalli, 2016). Important requirements to be made in the legislation should include; adequate packaging and storage of the raw material, obtaining the raw material from registered suppliers, hygiene of the handlers and adequate management of wastes produced during the activities (Nunes *et al.*, 2010).

Gemeda, Asayehu, Abdisa, and Fekadu, (2018) also in their findings listed other challenges of food safety such as poor kitchen practices, poor storage facilities, poor latrine conditions and shortage of educated human power. Seaman and Eves (2009) in their study argued that the managers had to be on the frontline in training hospitality employees, and the management of the firm should support food safety training and reinforce the adoption of safe food handling behaviours, and that the education and training are expected to enable trainees to perform the given tasks effectively and with understanding.

METHODOLOGY

Study Area:

The study was carried out in south western Nigeria. The south-west region comprises Ogun, Ondo, Oyo, Osun, Ekiti and Lagos states. Out of the six states in western Nigeria Ondo, Ekiti, and Osun States were selected for the study as there are no studies which have been conducted in this area on Food Safety Knowledge.

Sampling Plan and Technique

Purposive sampling method was used for study. The paper focused on three-star rated hotels in Ondo, Ekiti, and Osun States. Three hotels were selected from each of the three selected states based on availability of specific amenities and the regional ratings. The amenities considered includes: swimming pools, parking space, conference rooms, and gyms, access to telephones and wifi, restaurant space which can contain thirty guests and above, type of menu (*a la carte* and *table dhote*), availability of proper disposal and equipment in the kitchen.

Study Population:

The population size was a total of two hundred and two (202) hotel employees such as the cooks, and waiters/waitress, bar tenders, inclusive of nine (9) Food and Beverage Managers working in the food and beverage section of the selected hotels in Ondo, Ekiti, and Osun State, Nigeria as there were no studies which have been conducted in this area on Food Safety Knowledge.

The study sample size consists of all the employees of the nine selected hotels in Ondo, Ekiti, and Osun States working in the Food and Beverage section (Table 1).The employees are 193 while the managers are 9 making a total of 202 respondents.

Table 1: Number of respondents from selected hotels

S/N	NAME OF HOTELS	FOOD AND BEVERAGE MANAGER	WAITER/WAITRESS, BAR TENDER, COOKS/CHEF
1	Delight Hotels and Suites	1	20
2	Midas Hotel Arena	1	24
3	Prosperous Royal Hotels	1	20
4	Ife Grand Resort and Leisure,	1	21
5	Adolak Hotels	1	24
6	Laim Hotels	1	20
7	Continent Hotels and Resort	1	20
8	Royal Birds Hotel	1	23
9	Best Western Mydas Hotel	1	21
	TOTAL	9	193

Source: The Researcher, 2021

Data collection

The data for the research were collected through a well-structured five – point Multiple Likert scaled questionnaire. The questionnaire was administered to Hotel's Food and Beverage Managers and the Food handlers. The questionnaire administration was scheduled for four weeks. The researcher visited the hotels, administered the questionnaires and got them before the end of every week.

Data analysis:

The data collected within the scope of the research were presented using descriptive statistics such as frequencies, percentages, mean and standard deviations, and other statistical analysis using the SPSS 22 (The Statistical Package for Social Sciences) was performed, setting the statistical significance value as $p < 0.05$. The objectives of the study were analysed using Factor Analysis.

RESULTS

Table 2: Food Safety awareness and knowledge among respondents in selected Hotels in the study area (N=202)

S/N	Food safety Awareness and Knowledge	Yes (%)	Not Sure (%)	No (%)	Mean (I)	Std. Dev	Remark
1	Do you know the current food safety legislation	99 (49.0)	54 (26.7)	49 (24.3)	2.25	.821	Accepted
2	Is food safety a major issue of public concern	105 (52.0)	48 (23.8)	49 (24.2)	2.28	.830	Accepted
3	Food borne diseases are caused by pathogenic microorganisms	105 (52.0)	45 (22.3)	52 (25.7)	2.26	.844	Accepted
4	Must fresh food be washed before cooking	110 (54.5)	43 (21.3)	49 (24.2)	2.30	.836	Accepted
5	Is cross-contamination key to food safety	104 (51.5)	46 (22.8)	52 (25.7)	2.26	.842	Accepted
6	Is hand washing important in practicing food safety	99 (49.0)	51 (25.2)	52 (25.8)	2.23	.835	Accepted
7	Is food safety important to your company's daily operation	100 (49.5)	60 (29.7)	42 (20.8)	2.29	.790	Accepted
8	Can food safety practice increase your company revenue	83 (41.1)	69 (34.2)	50 (24.7)	2.16	.797	Accepted
9	Is food safety practice the responsibility of kitchen staff only	102 (50.5)	66 (32.7)	34 (16.8)	2.34	.750	Accepted
10	Food handlers who do not adopt good hygiene practices could be a cause of food contamination	98 (48.5)	64 (31.7)	40 (19.8)	2.29	.777	Accepted
11	Should one use separate surfaces for raw and cooked food	87 (43.1)	64 (31.7)	51 (25.2)	2.18	.809	Accepted
12	Do you attend training courses or consult your food self-control consultants to keep up to date on food safety	91 (45.0)	57 (28.3)	54 (26.7)	2.18	.829	Accepted
	Ground Mean				2.25	.813	

Note: Numbers in brackets are percentage values.

Table 2 presents results on food safety knowledge of hotel employees in the study area. Respondents have only moderate knowledge of food safety.

Table 3: Challenges encountered by hotel managements in implementing food safety measures in hotels in South western Nigeria (n = 9)

S/N	Challenges Encountered	VLE (%)	LE (%)	ME (%)	SE (%)	NE (%)	Mean ()	Std. Dev	Remark
1	Lack of finances	3 (33.3)	1 (11.1)	2 (22.2)	2 (22.2)	1 (11.1)	3.33	1.500	Accepted
2	Lack of experience	5 (55.6)	2 (22.2)	0 (0.0)	1 (11.1)	1 (11.1)	4.00	1.500	Accepted
3	Lack of knowledge	4 (44.4)	3 (33.3)	0 (0.0)	0 (0.0)	2 (22.2)	3.78	1.641	Accepted
4	Lack of attitude	3 (33.3)	2 (22.2)	2 (22.2)	2 (22.2)	0 (0.0)	3.67	1.225	Accepted
5	Work overload	3 (33.3)	2 (22.2)	1 (11.1)	1 (11.1)	2 (22.2)	3.33	1.658	Accepted
6	Government policies, rules and regulations	1 (11.1)	3 (33.3)	2 (22.2)	1 (11.1)	2 (22.2)	3.00	1.414	Accepted
7	None cooperative employee	6 (66.7)	1 (11.1)	2 (22.2)	0 (0.0)	0 (0.0)	4.44	.882	Accepted
8	Unnecessary government payment: taxes	5 (55.6)	3 (33.3)	1 (11.1)	0 (0.0)	0 (0.0)	4.44	.726	Accepted
Ground Mean							3.74	1.318	

Sources: Researcher's field-report, 2022

Note: Numbers in brackets are percentage values. VLE = very large extent, LE = large extent, ME = moderate extent, SE = small extent, NE = no extent

Decision range; any mean value of 2.50 and above was considered as accepted while below 2.50 was rejected.

Table 3 presents results on the challenges encountered by hotel managements in implementing food safety measures in the study area. Findings showed that all of the items (1 to 8) have mean scores that are above 2.50 which is the mean score for decision making and were therefore accepted. The highest mean score of 4.44 was recorded in items 7 and 8, while the lowest mean score of 3.00 was recorded in item 6. The grand mean and standard deviation are 3.63 and 1.179 respectively. Since the grand mean score is 3.74 and it is above the aggregate mean value of 2.50, all of the items are accepted as the challenges encountered by hotel managements in implementing food safety measures in their hotels in south western Nigeria.

Table 4: Challenges encountered by the hotel staff applying food safety knowledge in their services (n=202)

S/N	Challenges Encountered	VLE (%)	LE (%)	ME (%)	SE (%)	NE (%)	Mean ()	Std. Dev	Remark
1	Lack of finances	64 (31.7)	64 (31.7)	40 (19.8)	27 (13.4)	7 (3.5)	3.75	1.14	Accepted
2	Inadequate equipment	70 (34.7)	57 (28.2)	42 (20.8)	30 (14.9)	3 (1.5)	3.80	1.11	Accepted
3	Lack of facilities	65 (32.2)	51 (25.2)	36 (17.8)	42 (20.8)	8 (4.0)	3.61	1.24	Accepted
4	Lack of time	67 (33.2)	49 (24.3)	46 (22.8)	38 (18.8)	2 (1.0)	3.70	1.14	Accepted
5	Lack of experience	66 (32.7)	60 (29.7)	33 (16.3)	40 (19.8)	3 (1.5)	3.72	1.16	Accepted
6	Lack of knowledge	76 (37.6)	50 (24.8)	39 (19.3)	36 (17.8)	1 (0.5)	3.81	1.13	Accepted
7	Lack of attitude	56 (27.7)	48 (23.8)	50 (24.8)	39 (19.3)	9 (4.5)	3.51	1.21	Accepted

8	Lack of set standards in the hotel	62 (30.7)	47 (23.3)	47 (23.3)	38 (18.8)	8 (4.0)	3.58	1.21	Accepted
9	Lack of Motivation	71 (35.1)	54 (26.7)	43 (21.3)	30 (14.9)	4 (2.0)	3.78	1.13	Accepted
10	Lack of training/education	59 (29.2)	42 (20.8)	43 (21.3)	41 (20.3)	17 (8.4)	3.42	1.32	Accepted
11	Work overload	62 (30.7)	46 (22.8)	47 (23.3)	42 (20.8)	5 (2.5)	3.58	1.19	Accepted
12	Inadequate water supply	55 (27.2)	53 (26.2)	53 (26.2)	33 (16.3)	8 (4.0)	3.56	1.16	Accepted
13	In-conducive environment	44 (21.8)	57 (28.2)	57 (28.2)	29 (14.4)	15 (7.4)	3.43	1.19	Accepted
Ground Mean							3.63	1.179	

Sources: Researcher's field-report, 2022

Note: Numbers in brackets are percentage values.

VLE = very large extent, LE = large extent, ME = moderate extent, SE = small extent, NE = no extent

Decision range; any mean value of 2.50 and above was considered as accepted while below 2.50 was considered as rejected

Table 4 presents results on the challenges encountered by hotel staff in applying food safety knowledge in their services in south western Nigeria. Results showed that all of the items (1 to 13) have mean scores that are above 2.50 which is the mean score for decision making and was accepted. The highest mean score of 3.81 was recorded in item 6, while the lowest mean score of 3.42 was recorded in item 10. The grand mean and standard deviation are 3.63 and 1.179 respectively. Since the grand mean score is 3.63 and it is above the aggregate mean value of 2.50, and all of the items are accepted it means that they were the challenges encountered by hotel staff in applying food safety knowledge in their services in south western Nigeria.

DISCUSSIONS

Findings from the study showed that the respondents have only moderate food safety knowledge and awareness. This can be attributed to the fact that most of the respondents do not attend regular trainings, and make no conscious efforts for consultations on current information concerning food safety. Among the challenges encountered by hotel management in implementing food safety knowledge, none cooperative employees and unnecessary government payment recorded the highest values. This implies that food safety instructions given to employees by managers were not always implemented especially when not strictly monitored. The refusal to implement these instructions can also be attributed to lack of understanding of the importance of observing food safety. The employees especially the inexperienced ones lack knowledge which could have been gotten

from trainings. The heavy tax from the government reduces the profit level of hotels and therefore makes it difficult for them to embark on some projects including staff development, and employment of well experienced staff. The challenges encountered by hotel staff in applying food safety knowledge in their services in the study area are quite many. These results supported the finding of Bas, Ersun and Kivanc (2006) which found that main barrier to implementing a food safety management system was lack of prerequisite programmes, lack of knowledge, inadequate sources, and cost; other problems of implementing food safety knowledge in food businesses were inadequate equipment and physical conditions of the facility. The results also supported the finding of Gameda, Asayehu, Abdisa, and Fekadu, (2018) that shortage of educated human power affects hotel staff daily job and practices.

CONCLUSION AND RECOMMENDATION

The majority of the food-borne diseases are caused by the implementation of unhealthy food preparations and failure to avoid the food safety risk. The level of food safety knowledge and practice of the hotel employees is moderate. It was also observed that there were challenges experienced by the food handlers and hotel managements such as lack of cooperation from the employees, load work, lack of finance, lack of full work space and inadequate facility.

The hotel establishments are important source of revenue for the Country. As such, the hotel businesses are expected to pay quality attention to the issue of food safety due to the competition within the country. Food safety knowledge and professional qualification indicate that food consumed in the hotel is safe, so as to enhance the reputation of the hotel and consumer confidence.

In this regard, it is required that the public health officials provide necessary support in order for planning, evaluating, and modification of food safety educational programmes for staff working in hotel establishments.

Although, the study emphasizes that there are challenges in practicing and applying the food safety knowledge, there is need for constant attention to some aspects of hygiene and sanitation. Regular evaluation, training and education have to be carried out to reinforce the food handlers' knowledge on food safety. Also, Government sectors should be involved

in funding the management of facilities to be provided for food safety training, programmes or education in the hotel establishment.

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INSTRUCTIONS FOR AUTHORS

Publication Schedule:

The *HATMAN JOURNAL of HOSPITALITY and TOURISM* (ISSN 2276-8297) is published twice a year (in April and November) by the Hospitality and Tourism Management Association of Nigeria (HATMAN)

Aims and Coverage:

The Journal is designed to encourage and promote applied research and adaptive technology in all aspects of Hospitality and tourism. It is dedicated to encouraging and promoting practical technologies necessary and relevant for improving occupational, technical and scientific practices in Nigeria's hospitality and tourism sector.

The Journal covers all areas of hospitality and tourism including planning, development, policy matters, private sector activities, practical processes and procedures, culture, the environment, food technology and food processing systems, etc. Sciences.

Papers for publication

Papers for publication in the Journal should be typed double spaced on A4 paper (210mm x 297mm) on one side of the paper only. The paper should not exceed twenty pages including figures and tables. Four copies of the paper should be submitted to the Editor.

Organization of paper for publication

The manuscripts should be organized in the following order.

Title, Abstract, Keywords, Introduction, Literature Review (if any), Materials Methods and Techniques, Results and Discussions, Conclusions, Notation (if any), Acknowledgments (if any), Tables, Figure, Captions, References.

The main headings listed above should be capitalized and left justified.

The sub-headings should be in lower case letters and should also be left justified.

Title:

The title and address of author(s) should be the only items on the front page. The title should be as short as possible, but explanatory. Use words that can be used for indexing. In case of multiple authors, the names should be identified with superscripted numbers and the addresses listed according to the numbers e.g. A.B. Auta, B.C. Craig.

Abstract:

An abstract not exceeding 200 words should be provided. This should give a short outline of the problems, methods, findings, and application(s).

Keywords:

Between four and eight key words should be provided. These should be words that can describe the type of work.

Introduction:

The introduction should provide background information on the problem including recent or current references to work done by previous researchers. It should contain the objectives and contributions of the work.

Literature Review:

This (if necessary) should review all available published work on the topic. The review should be as short as possible but exhaustive and should provide background information to the work.

Materials and Method / Methodology

This section can vary depending on the nature of the paper. For papers involving experiments, the methods, experimental design and details of the procedure should be given such that another researcher can create it.

Standard procedures however, should not be presented. Rather authors should refer to other sources. This section should also contain description of equipment and statistical analysis where applicable. For papers that involve theoretical analysis, this is where the theory is presented.

Results and Discussion:

Results give details of what has been achieved, presented in descriptive, tabular or graphical forms. Discussions on the other hand, describe, ways the data, graphs and other illustrations have served to provide answers to the problem. This section should answer questions and describe problem areas as previously discussed under introduction.

Conclusion:

Conclusion should present the highlights of the solutions obtained. It should be a brief summary stating what the investigation was about, the major results obtained and whether the results were conclusive and recommendations for further work if any. It should also provide information/recommendations on the direct application of result of the work to agricultural productivity.

Notation:

A list of symbols and abbreviations should be provided even though each of them should be explained in the first place where it is used.

Tables:

Tables should be numbered by Arabic numerals e.g. Table 3, in ascending order as reference is made to them in the text. The same data cannot be shown in both Table and Figure. The use of vertical lines should be avoided. Horizontal lines are used only to separate headings and sub-headings. The caption should be self explanatory, typed in lower case letters (with the first letter of each word capitalized) and placed above the table. All tables must be referred to in the text.

Figures:

Illustrations may be in form of graphs, line drawings, diagrams, schematics and photographs. They are numbered in Arabic numerals e.g. Figure 5. The title should be placed below the figure. Line drawings should be made with black ink on white or tracing paper. Letters should be of the size that remains legible after 50% reduction. Photographs should be black and white on glossy paper. Figures should be adequately labeled.

Reference:

Follow the name-date system in the text, example Aneke (1990) for single author, Paul and Aminu (1983) for double authors and Gloria et al (1992) for multiple authors. References sited should be listed in alphabetical order. Reference sited should be listed in alphabetical order. Reference to two or more papers published in the same year by the same author or authors should be distinguished by appending alphabet to the year e.g. Michael (1990a, 1990b). All references cited in the text must be listed under the section "References". The order of listing should be authors' name, year of publication, title of paper, name of the journal, volume number, and pages of the article. For books, the authors name comes first followed by date, title of book, edition, publisher, town or city of publication and page or pages involved.

Units:

All units in the text, tables, and figures must be in international system of units (SI).

Assessment:

Each paper will be assessed by at least three assessors to be appointed by the Editorial Committee. At least two assessors will recommend a paper before it is considered for publication in the journal. A paper recommended for publication may be published in the immediate edition or the next.

Off prints:

one reprint will be supplied free of charge to the author(s). Additional reprints can be obtained at current charges.

Submission of Manuscripts:

Submission of a paper or article for publication implies that it has not been previously published and is not being considered for publication elsewhere.

Electronic copies of the manuscripts should be sent to:

The Editor-in-Chief

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WHAT IS HATMAN?

It is the professional body for the international hospitality industry. With around 3,000 members in 36 states in Nigeria and Abuja, the *Hospitality and Tourism Management Association of Nigeria* (HATMAN) is recognized throughout the nation.

Established in 1999, HATMAN's national influence brings together individuals from all sectors of the hospitality and tourism industry – airlines, resorts, hotels, contract catering, restaurants, fast food, pubs and clubs, hospitals, education, armed forces and the teaching profession.

In its size and scope, it leads the hospitality and tourism world in Nigeria.

WHAT DO YOU NEED?

To succeed in the exciting fast growing changing hospitality and tourism industry, do you need?

- Ø To be recognized as a professional
- Ø To be very well informed and therefore impressively knowledgeable about latest industry trends and developments
- Ø To meet other professionals and gain from their knowledge and experience
- Ø To be supported at every stage of career development

You need to join HATMAN.....

Why Join?

Ø HATMAN membership gives you status. Designatory letters identify members as professional managers. You will gain recognition from your employers, colleagues and customers.

Ø We ensure that you keep up-to-date in our rapidly developing industry through HATMAN's comprehensive information network, quarterly newsletter, and journal, the *Hatman Journal of Hospitality and Tourism*.

Ø The Association represents a global network of like-minded colleagues of 3,000 professionals in 36 states of Nigeria and Abuja who will respect you as a member.

Ø In today's competitive employment market we provide exclusive job opportunities for members and access to lifelong learning.

How does this benefit you?

The benefits of membership are thoroughly practical. There are hundreds of ways in which we support our members on a day-to-day basis.

Professional Recognition

In order to become a member of **HATMAN**, members must meet a high standard of management excellence. This is recognized by designatory letters which may be used after your name to signify your status. In addition, companies are increasingly looking with greater favour on applicants who are members of **HATMAN** for management posts.

HATMAN is the authoritative voice for hospitality and tourism in Nigeria, representing your views to government, education and industry.

Keeping you informed

The **HATMAN** library is going to be one of the most comprehensive sources of information in the field of hotel, catering and tourism operation with our relationship with Institute of Hospitality UK, having over 80,000 books and subscribing to industry journals. It provides, free of charge to members, and invaluable source of reference.

Members receive a complimentary subscription to the excellent quarterly newsletter; purchase the *Hatman Journal of Hospitality and Tourism*, containing informative technical articles on developments within the industry, the latest think in hospitality and tourism management and views from its leaders.

Enhancing Your Career

The exclusive career progression opportunities available to members are;

HATMAN Job Register

Linking members searching for a new job to potential employers world-wide.

Internet Job Shop

A preview of the latest employment opportunities in the international hospitality and tourism industry.

Career Planning Intelligence

Fast access to geographic data, market analysis, sector trends and detailed company overviews, ensuring you are fully prepared to make a successful career move.

In addition, members have access to a dedicated **HATMAN** advisor to provide objective and unbiased guidance on your career. The Association also provides 'Continuing Professional Development' opportunities to keep your knowledge and skills fine tuned.

Providing Networking Opportunities

Putting you in touch with over 15,000 local, national and international contacts, **HATMAN** seminars, conferences and social and business meetings aim to extend your knowledge and understanding of the issues facing the industry – and enable you to learn from the experience of other members.

It is not unknown for members to meet their next employer on these occasions! You may wish to make your own contribution to the industry's future. We welcome input from our members on various industry committees, working groups and advisory boards.

Plus Personal Benefits

Finally, a range of special offers and discounts is available including hotels, car hire, subscription to our journal and other publications.

WHO should join HATMAN?

From students to chief executives, whether in your own business or a global organization, there is a membership grade to suit all management levels.

Whilst the completion of certain hospitality courses automatically makes you eligible, we do recognize that many highly skilled supervisors and managers come directly into the industry. For them we have a point's assessment system which gives credit for work-place learning and responsibility, which leads to membership. Wherever you are in your career, there is a membership grade for you.

The grades are designed to assist career progression and reflect every stage of career development.

HATMAN Membership Grades

Hospitality and Tourism Management Association of Nigeria Membership Grades are as follows:

- STUDENT MEMBER
- AFFILIATE (AFHATMAN)
- ASSOCIATE (AHATMAN)
- MEMBER (MHATMAN)
- FELLOW (FHATMAN)

AFFILIATE MEMBER (NON CORPORATE GRADE OF MEMBERSHIP)

This grade is open to those who wish to participate in, and learn about the work of the Hospitality and Tourism Management Association of Nigeria and is assigned initially to all members on first joining the Association. Affiliate members do not have voting rights and cannot hold office.

Affiliate members are normally those not eligible for a higher membership grade or individuals studying for a recognized qualification in hospitality, leisure or tourism.

ASSOCIATE (AHATMAN)

This is the first Membership grade of the Institute that confers designatory letters upon an individual (AHATMAN). Associate Members do not have voting rights and cannot hold office. Associate Members will have met the following criteria:

- Qualifications: a Hospitality or Tourism based qualification, a degree, foundation degree, diploma or equivalent comparable qualification awarded by a Nigerian or internationally recognized organization.
- Industry Experience: have achieved the appropriate Industry Experience Points in an entry level or supervisory management post directly concerned with the hospitality, leisure and tourism industries, and/or in other areas of work.
- Continuing Professional Development: have shown evidence of an ongoing commitment to Continuing Professional Development.

MEMBER (MHATMAN)

This grade of membership confers designatory letters upon an individual (MHATMAN). Members have full voting rights and can hold office in the association. Members will have met the following criteria:

- Qualifications: have achieved Hospitality/Tourism qualification, a degree, foundation degree, diploma or equivalent comparable qualification awarded by an international recognized institution.
- Industry Experience: Have achieved the appropriate Industry Experience Points in a management or senior management post directly concerned with the hospitality, leisure and tourism industries, and/or in other relevant areas of work.
- Continuing Professional Development: Have shown evidence of an ongoing commitment to Continuing Professional Development

and have consistently participated in association's conferences.

FELLOW (FHATMAN)

This grade of membership confers designatory letters upon an individual (FHATMAN). Fellows have full voting rights and can hold office in the association. Fellows will have met the following criteria:

- Have made a significant personal contribution to the industry.
- Have been in a Senior Management position for at least 5 years
- Have been a Full Corporate Member (MHATMAN) of the association for at least five years or at the discretion of the Executive Council be considered for direct entry in accordance with the relevant constitutional provisions.
- Should be able to demonstrate a significant contribution to the aims and work of the association.
- Have shown evidence of an ongoing commitment to Continuing Professional Development.
- Applications for upgrading to Fellowship shall be supported by two Fellows of the association, who shall have knowledge of the candidate for THREE years immediately preceding the application. Referees must not be members of the applicant's immediate family circle.

Direct Entry to Fellowship

In exceptional circumstances, the National Executive Council may admit directly into Fellowship, individuals who have made an outstanding contribution to the industry. They must be able and willing, in the view of the Executive Council, to personally advance the objectives of the Association and encourage others to pursue these objectives throughout a major segment of the industry. They should be supported by three Fellows of the Hospitality and Tourism Management Association of Nigeria, one of whom acts as proposer. This method of entry into Fellowship is not available by application; it is invitation only.

Student

Students following HATMAN accredited programmes of study are registered as student members and may upgrade to full membership on graduation.

Apply now

Applying is easy simply complete the application form and forward with our application form fee of N2,000, registration fee of N26,500 and one year subscription fee for your category of membership paid into designated HATMAN bank account

The application process should take about two weeks and we will keep you informed at every stage

Immediate Benefits?

Whilst your application is being processed, please feel free to sample our benefits and services free of charge.

We will send you a welcome pack, containing details of how to make the very best use of our services.

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Professional Standards

Upholding high standards is key to the status of a professional body. We ask you to provide the name of one referee to support your application.

Membership Grades

Following a thorough evaluation of your application we will inform of our membership grade. Our assessors will provide clear guidance on how you can progress with HATMAN.

Annual Subscriptions

Subscription rates can be found within the application form. Many companies will assist employees with professional membership fees. However, you may pay your own subscription.

Welcome to HATMAN

We will send you a personalized membership card and a prestigious certificate to display as evidence of your profession status. We look forward to a long and happy relationship with you.

UPGRADING

The membership committee may also upgrade you if it considers that you have contributed significantly to the upliftment of the association and the industry. Those who have acquired higher academic qualifications may also apply to the membership committee for upgrade. Upgrading fee is N10,000 only.

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