

FOOD SAFETY STANDARDS AND REGULATIONS FOR HOTELS AND RESTAURANTS

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Multiple business types in the hospitality sector focus around providing their customers with food and drink which can be eaten on premises or for takeaway. These can include hotels, restaurants, bars, cafes and sandwich shops.

As such, similar to food processing companies, these businesses must adhere to the correct food safety standards and regulations present in their country of operation so that high levels of hygiene are met to ensure that all food prepared on-site and sold to customers are safe to eat and free from food-borne diseases.

Food safety is crucial to any business in the food service industry. Whether the business is a restaurant or a hotel, food safety regulations must be followed by everyone to ensure that customers are consuming safe food from fresh products that have been thoroughly cooked to prevent food poisoning. A lot of hotels implement such intense food safety procedures that even cleaning maids and maintenance personnel are required to be trained in food safety regulations [1]. One of the key requirements for preparing and storing safe food is to have procedures based on the principles of HACCP (Hazard Analysis and Critical Control Points). Although this was first developed for the food processing industry, even small food handlers such as individual restaurants, bars and cafes should have procedures based on HACCP. In some countries, it is also a legal requirement.

HACCP is a systematic approach to identifying, evaluating, and controlling food safety hazards, and is based around seven basic principles.

One of the most important food safety regulations in the hotel food industry is personal hygiene. All the people in the hotel who touch or prepare food are required to wash their hands after using rest rooms. Personal hygiene as a food safety regulation in hotels does not only require hand washing but also protection of hair and cuts on the body, wearing clean clothes to work, and covering the mouth and nose when sneezing or coughing and then washing the hands again. Cleaning and disinfecting food preparation areas and items used in preparing food are very important to the food safety standards of a hotel or another food service industry. Items such as preparation of tables, stoves, ovens, knives, stirring utensils, grinding machines, and juice-extracting machines must be cleaned and disinfected to prevent bacteria from growing in or on the items and potentially provoking food poisoning.

The design of food preparation areas must allow good food hygiene practices and processes. Food safety legislation has specific requirements for food preparation areas related to the condition and design such as:

- floors should be constructed of a durable material that is easy to clean and safe to walk on;
- walls should be made of durable impervious materials that are washable, non-toxic, easy to clean and maintain;
- ceilings and overhead fittings should be designed to prevent the accumulation of dirt, mould or condensation;
- windows must be constructed to prevent dirt accumulation and must have insect screens where necessary;
- doors should be easy to clean and constructed of non-absorbent material;
- surfaces should be made of smooth, washable, non-toxic, corrosion-resistant material, and maintained in a good condition.
- washing facilities for equipment and food must be adequate for washing food and utensils and have hot and cold water [2].

Making food safe in hotels does not simply mean cleanliness when handling food or objects that will come into contact with the food. Food pests such as roaches, flies, and rodents can contaminate any foods they come into contact with. Annual or more frequent monitoring by pest control services will help to prevent such problems and keep the food service sector of the hotel at top quality.

In order for food safety to be at high standards in hotels, the cooks preparing the food must learn proper techniques of preparing dishes. Cooks are required to throw away expired food, even if they are only a day past expiration date, and any food that touch the floor or come into contact with a dirty surface. Cooks are also required to cook food thoroughly unless otherwise directed by the person who is requesting the food item.

The Health Department of the county in which the hotel is situated has the right to make visits to the hotel or other food service business in order to ensure that the hotel staff is observing proper food safety procedures. Because inspections can be done at any time, it is important that all standards be met, failing which the food service sector of the hotel could be shut down, causing the hotel to lose a significant amount of revenue [3].

With the guest experience continually evolving, the number of areas in which hotels and restaurants are exposed to food safety risks will only increase. Any person, and any equipment that food comes into contact with throughout the preparation allows for potential incursion of food-borne pathogens or an opportunity for food to become hazardous for health. To safeguard your business, consider implementing a robust food safety program that includes a gap analysis, staff training, a well-developed and enforced illness policy, and third-party assessments. By taking these proactive steps, the hotel or restaurant is setup for success to ensure guests have a stay that is memorable for all the right reasons.

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УДК 338.483.12:069]=111

MUSEUMS AND LOCAL TOURISM ACTIVITIES: LEGAL REGULATION IN UKRAINE

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Every day thousands of Ukrainian citizens and foreign tourists visit museums seeking to enrich their knowledge. Museums make it possible to visit the ancient past, see the present of mankind, its achievements and even look into the future. Excursion services provided by museums are an integral part of the commercial tourism product and the global tourism industry, in particular cultural tourism.

Today, cultural tourism is considered as a kind of cultural recreation, a trip that aims to meet the cultural needs of man, the attraction to the cultural values and nature of the region or country. The museum can be the object of cultural tourism (for its own purpose, the main motive for participation in the trip or one of the elements of the historical, cultural and natural components of the tourist route), as well as the subject – the initiator of the development and implementation of tourist programs. Cultural tourism can act as a factor in the development of a museum and its communication capabilities domestically and abroad. The practical experience of many countries suggests that the involvement of museum collectives in the tourism business contributes to expanding the cultural influence of museums, intensifying the flow of visitors, improving the museum structure, the emergence of specialists in new museum professions, enhancing the establishment of partnerships between museums and various administrative structures. Optimal interaction between cultural heritage and cultural development can be achieved precisely through the activities of museums that are able to preserve cultural heritage as such, as well as to develop cultural understanding and cultural diversity [1].

Tourism legislation, government investments and intermediation in the field of heritage should guarantee the preservation of cultural and natural heritage rather than the pursuit of any economic interests at risk of irreparable harm. It is necessary to encourage and support cooperation between museums, tourist organizations and society. Museums should, at the level of tourism organizations, participate in the distribution of profits from tourist services. Cultural heritage requires morally and