



Implementing Food Safety to Produce Good Food Quality during the Covid-19 Pandemic at Taco Casa Cangg

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Abstract

Purpose: This study aims to analyze the implementation of food safety on producing good food quality at Taco Casa Cangg in Bali, Indonesia, and what efforts are being made to ensure food safety in preparing good food quality in the era of the Covid-19 pandemic.

Research methods: A qualitative descriptive method is used to analyze the implementation specifically. Primary data were collected through interviews and observation. The research instruments used were an interview guideline and an observation checklist.

Findings: The restaurant management had rearranged the standard operating procedure on food safety according to the Indonesian Minister of Health and the World Health Organization, transforming business from offline to online (O2O) by enhancing home delivery service and digitalizing their service and marketing. **Implication:** The restaurant management has added strict standard operational procedures on some aspects, such as performing body temperature checks for third parties and costumers and creating a planning meal timeline according to day-by-day service.

Keywords: food safety, good food quality, Covid-19 pandemic.

INTRODUCTION

Tourism is one of many sectors that can be affected by any disasters, either natural disasters or pandemics/epidemics. Such disasters can also have an enormous effect on culinary and hospitality businesses. The Covid-19 pandemic, for instance, can affect small businesses to close temporarily or even eternally (Bartik et al., 2020). Nowadays, all countries worldwide have implemented strategies to lay down the curve of Covid-19, such as lockdown, physical distancing, closing dine-in, maximizing takeaway service, and travel restriction. These strategies compel hospitality industries to close temporarily or further permanently. Edmunds, et al (2021) stated that the lockdown in New Zealand leads to a 46-67% decrease in the visitation of casual type and fast-food restaurants. Restrictions of the economic activity in several sectors, such as tourism facilities, hotels, restaurants, and tour operations due to the Covid-19 pandemic, resulted in a significant reduction of income of the businesses and forced the businesses to unemploy their staffs. The Covid-19 pandemic caused a lot of work termination of people working in the tourism sector in Indonesia, whereas 1.4 million people lost their jobs in formal sectors (hotels, restaurants,

and tour operators), and 314.833 people lost their jobs in the informal sector (Cahyadi & Newsome, 2021). Since April 2020, many tourism destinations and tourist attractions in Indonesia have been closed due to the Covid-19 pandemic.

Bali is one of the regions in Indonesia well-known for its natural and cultural tourism sector. Bali contributes 40% of Indonesia’s foreign exchange, but due to the Covid-pandemic, the contribution decreased 82%, i.e., US\$0,73 Million in 2020 (Sanjaya et al., 2020). Since the first time of the Covid-19 pandemic, the Indonesian government implemented the Large-Scale Social Restriction (In the Indonesian language: Pembatasan Sosial Berskala Besar/PSBB) policy, and it impacted the tourism sector in Bali. The regulation strives to restrict the people from gathering a crowd to control the spread of the Covid-19 virus. In Indonesia, the PSBB policy is especially applied in some regions where the Covid-19 cases are high, especially regions in Java and Bali island. PSBB policy caused several tourism destinations in Indonesia to become closed for the public. At the commencement of the Covid-19 case in Indonesia, roughly 735 international flights to Indonesia were canceled (Gandasari & Dwidienawati, 2020), and the tourism sector in Indonesia suffered a loss of around US\$1.5 billion. The sluggishness of the tourism sector in Indonesia due to the Covid-19 pandemic also affected micro, small, and medium enterprises in food and beverage, such as restaurants. About 27% of the micro, small, and medium enterprises in food and beverage are affected by the Covid-19 pandemic. According to Rosidin (Pahrudin et al., 2021), the travel restriction, especially international flights during the Covid-19 pandemic, drove 1000 restaurants and hotels to close permanently in Bali.

Besides restricting offline social activities, the PSBB policy also regulates how to produce good food quality during the Covid-19 pandemic. (Hansen, 2021) states that good food quality is a practice of good production management (GPM) and good hygiene management (GHM), including cleaning and sanitizing the tools, as well as facilitating clean production. By practicing good food quality, the risk of virus contamination from humans to food can be reduced or even eliminated.

Table 1: Empirical study on the Covid-19 transmission through food

No.	Name of food safety institution	Results
1	United States – Food and Drugs Administration (FDA)	Based on information of presently available dependable clinical data, and supported by means of overwhelming global scientific consensus, (1) that the foods they eat and food packaging they touch are pretty not going to unfold SARS-CoV-2. (2) there may be no proof of food or meals packaging associated with transmission of the Covid-19 (3) we've not visible epidemiological evidence of meals or food packaging because the supply of SARS-CoV-2 transmission to people
2	European Food Safety Authority (EFSA)	Reports from preceding outbreaks of related coronaviruses, consisting of excessive acute respiratory syndrome coronavirus (SARS-CoV) and center East respiration syndrome coronavirus (MERS-CoV), show that transmission through food

		intake did now not occur. at the moment, there is no proof to signify that coronavirus is any special in this recognize
3	Canadian Food Inspection Authority (CFIA)	There is currently no proof that food is a likely source or direction of transmission of the Covid-19. Imports and exports of meals to and from Canada aren't presently affected. All Canadian federally certified establishments adhere to rigorous, internationally well-known requirements and meals protection necessities along with strong sanitation and hygiene necessities.
4	Food Standards Australia New Zealand (FSANZ)	The Covid-19 is a respiratory disease spreading from person to person. It's not a foodborne disease. There's no proof to signify people will get infected through swallowing the virus in, or on, meals or drinks.
5	Food and Agriculture Organization, World Health Organization (FAO, WHO)	The evidence thus far does not indicate that food or meals packaging is a critical pathway for the spread of human respiration ailments, such as SARS-CoV-2. The Covid-19 is generally transmitted at some stages in close contact among people through respiratory droplets and aerosols generated through activities such as coughing, sneezing, shouting, singing, and talking.

(Source: Goldman (2020); LeJeune (2021); Lewis (2021).

Based on Table 1, five food safety institutions declared no evidence and research indicating food or meal packaging is a critical pathway for spreading the Covid-19. However, in order to keep maintenance food quality, there are six principle processes of producing good food quality issued by the Indonesian Minister of Health on a regulation named Peraturan Menteri Kesehatan Republik Indonesia Nomor 1096/Menkes/Per/Vi/2011 (Kementerian Kesehatan Republik Indonesia., 2011) states that during the process of producing good food quality, these six principles need to follow: (1) Ingredient Selection (2) Storage Management (3) Production (4) Escort cooked food (5) Storage management of half-cooked food (6) Presenting the cooked food. Moreover, these six principles are also supported by The National Sanitation Foundation in (Jawed et al., 2020), which stated that to produce good food quality, a company must identify possible hazards of food production. There are three hazards in food production, i.e., physical, chemical, and biological hazards. The National Drug and Food Control of the Republic of Indonesia in (Ningrum et al., 2021) stated that during the Covid-19 pandemic situation, there are four guidelines to be performed to ensure the production of good food quality and to reduce the hazards of food production, i.e.: (1) Implementation of good practice (2) Personal hygiene (3) Daily disinfected to faster inactivation of the Covid-19 virus, and (4) Good water management.

During the Covid-19 pandemic in the second quarter of 2020, not less than 1000 restaurants in Bali and Java island were closed permanently due to the pandemic (Hutabarat et al., 2020). Nevertheless, some restaurants still survive. One of the restaurants is Taco Casa Canggus in Batu Mejan Street, North Kuta. Based on an interview with Ketut Edi as the operation manager, the Taco Casa

restaurant can survive because they enhance home delivery service and transform the business from offline to online (O2O). In another quick interview with Chef Eka, the head chef of the Taco Casa Canggu, he states that the restaurant managed to restructure the standard operating procedure (SOP), primarily related to the food products. The new SOP added is the obligation to wear a mask in the food production area and body temperature checks before starting working. The other regulations, such as washing hands and wearing hand gloves, were already implemented far before the Covid-19 pandemic. More profound research about the implementation of food safety to produce good food quality during the Covid-19 pandemic needs to be performed, as the Covid-19 cases are still present and not decreasing in some regions. It is true that the Covid-19 vaccines have already been found and successfully injected into many people in the world. However, to get back into normal or herd immunity, 75-80% of the population must get vaccinated (Fauci in Pradana et al., 2021). According to those, this research on the implementation of food safety to produce good food quality during the Covid-19 pandemic was performed, with a study case at the Taco Casa Canggu.

RESEARCH METHODS

The location of this research is the Taco Casa Canggu, a restaurant in Bali, Indonesia, which is still operating during the outbreak of the Covid-19 pandemic.

Primary data were collected through interviews and observation. The research instruments used were an interview guideline and an observation checklist. The respondents are the operational manager and the chef head of the restaurant. In addition, this research also collects secondary data, which was collected from books, notes, as well as published and unpublished manuscripts (Sugiyono, 2016). The secondary data was used to strengthen and complete the information obtained from the interview and observation, such as the SOP used in the restaurant. The food safety guideline during the Covid-19 pandemic used in this study was published by non-processing organizations (Trianto, 2011), including data from the Central Bureau of Statistics, the tourism office, and the results of previous studies.

The qualitative data is in the form of descriptions or information regarding the implementation of food safety to produce good food quality during the Covid-19 pandemic. The data analysis applied was qualitative descriptive analysis, which was performed by reducing data, displaying data, and drawing a conclusion.

FINDINGS

From an in-depth interview with its operational manager and the chef head of Taco Casa Canggu, it is known that: (1) During the Covid-19 pandemic, the chef's head has rearranged the SOP, stressing the point on latest SOP on facing the Covid-19 pandemic about how important culinary behavior transformation, such as create a planning meal timeline according to day-by-day service. This action is relevant to a previous study on culinary behavior.



Figure 1. Taco Casa Canggu building
(Source: Wijaya, 2021)

According to Menon, et al (2022), the importance of organizational culinary behaviors, such as planning meals in advance and shopping with a food list, should be promoted to forestall hoarding and reduce strain on the food supply system. (2) In order to keep the business running, while the government's regulation strictly turns down the dine-in guest, the operational manager, together with the owner, optimized the offline to online (O2O) food ordering system. The O2O food ordering system becomes necessary when sit-in dining is not advisable (Wen et al., 2021). Moreover, Yang et al (2021) suggested that the food packaging should invoke a sense of excellence through high-quality materials, meticulous design, exquisiteness, and visibility of the brand logo to distinguish the food offered. As hygienic concerns will continue to linger and spillages are loathed, it is prudent to pack the food separately and firmly in appropriate containers. In the case of the food delivery by the Taco Casa Canggu, they already use a thermal box in packing the food to ensure the food is kept hot at their customer's home. Moreover, they also put an eye-catching logo and contact person on the back of the thermal box.



Figure 2. Home delivery box
(Source: Taco Casa Canggu, 2021).

According to the observations and documentation during the process of receiving goods, storing goods, processing food ingredients, cooking, and serving the foods to guests at the Taco Casa Cangu, which was carried out on April 4, 2021, it is known that: (1) The operational manager, together with the owner and the chef's head, rearranged the SOP document to create a more proper guideline during the service hours, such as the SOP of the food safety plan. In this latest SOP, the restaurant management team made a detailed food safety plan from the process of receiving, storing, preparing food, food processing, and serving. In the latest SOP, it can be seen that they implement the Hazard Analysis Critical Control Point (HACCP) in detail, from the process of hazard analysis, determination of critical control points, critical control limits, monitoring, corrective actions, data storage, and data verification. (2) The SOP for preventing cross-contamination is also stated in the SOP. The management of the restaurant emphasizes the use of disposable gloves (as the other protective equipment besides masks), the use of different cutting boards for each type of processed material, and sanitizing the working surface, such as tables, before starting work. (3) Regarding the SOP for health protocols in the era of the Covid-19 pandemic, the management of the restaurant emphasizes the application of good production management (GPM) and good hygiene management (GHM). (4) Concerning the food safety plan and production staff workflow, they are arranged in such a way from the process of receiving materials, storing goods, preparation, processing, and serving to corrective actions if the critical control points are not implemented according to critical limits.

Pre opening procedure



Food preparation procedure



Figure 3. Pre-opening to preparation procedures
(Source: Wijaya, 2021).

Based on Figure 3, during the pre-opening procedure, all back of office (BOH) staff ensure the cleanliness of their working surfaces, equipment, and personal hygiene in order to prevent contamination of the Covid-19 virus during work. Meanwhile, in the food preparation procedure, all the staffs keep using masks and hand gloves when plating the salad and uncooking food. All restaurant staffs are also equipped with meat temperature checks to ensure all the meats are cooked in the proper way.

Based on the observation, three points were found inappropriate with the observation guideline, i.e.: (1) the washing process only relied on two sink bowls. According to Food Handler Association in Faslu Rahman et al (2020), there should be three ways of processing on cleaning dishes, i.e., washing, rinsing, and sanitizing. Hence, using two sink bowls is not suggested as cleaning dishes requires three sinks to maintain equipment sanitation and work effectiveness. (2) Traffic-in and traffic-out of dirty goods such as garbage and food for guests are using the same way as food carried. According to the GPM guideline, this is not appropriate. Different ways of dirty stuff and food are needed to minimize the contamination of viruses or bacteria. (3) In the food delivery process to the guest table, the waiters/esses do not use a food cover. According to the International Labor Organization in (Murphy et al., 2021) food cover is equipment that must be used, especially while the distance between the kitchen and the guest table is close.

In implementing food safety and preparing quality food in the era of the Covid-19 pandemic at the Taco Casa Canggu, the following attempts were performed by the restaurant: (1) In implementing food safety in food processing in the era of the Covid-19 pandemic, the Taco Casa Canggu rearranged the initial SOP to comply with the health protocols according to the World Health Organization (WHO), the Ministry of Health of Indonesia, and the Ministry of Tourism and Creative Economy of Indonesia. (2) Emphasizing personal hygiene of every staff and third parties who came to the restaurant, such as food couriers and suppliers, in carrying out the SOP that has been rearranged according to the handbook released by the WHO and the Ministry of Health of Indonesia. (3) After collecting data on how to implement food safety in preparing quality food in the era of the Covid-19 pandemic at the Taco Casa Canggu, it can be said that the Taco Casa Canggu has strived to keep their business sustainable. This is relevant to current research by (Putra, et al, 2021) at Harper Hotel Kuta, who also make the same attempt to keep the business operation sustained. The management of the hotel also rearranged the SOP according to the existing standard operating procedures. The new standard operating procedures are also adjusted to the guidelines issued by the Bali Provincial Tourism Office, which are used as guidelines in carrying out verification.

Some efforts to ensure food safety in preparing quality food in the era of the Covid-19 pandemic at the Taco Casa Canggu are: (1) Efforts of the restaurant management in ensuring food safety in the era of the Covid-19 pandemic by implementing strict health protocols such as wearing masks and hand gloves, and everyone must change the mask every four hours, (2) Incorporating health protocols to support food safety, such as body temperature check before working shift start, wearing mask and hand glove during service, and keeping a distance between the front house staffs with guests while taking orders, (3) The health protocol is not only implemented by the employees and customers but also by

the suppliers and online food couriers. The SOP also includes checking the temperature of the supplier's car container box. This is a management effort to ensure that food ingredients are at a safe temperature and not in the temperature danger zone during the process of shipping. (4) According to Prakoso (2021) what foodservice businesses can do during the Covid-19 pandemic (where the issue is all about health, food safety, and the implementation of health protocols) is by start doing digitalization of every procedure that we can. In the case of the Taco Casa Canggu, they have been doing digitalization in every process, including the use of quick response (QR) code in the menu offering and the payment process. The restaurant management emphasizes using the QR barcode scans and transfers to minimize human contact to prevent the spread of the Covid-19 virus.



Figure 4. QR menu (left) and Statics QR payment method (right)
(Source: Wijaya, 2021)

Furthermore, the operational manager stated that they strengthened mobile applications as a marketing tool. Nowadays, digital marketing has become the lifestyle trend of the world community. According to Nurtirtawaty, et al (2021), mobile apps become the majority of market segmentation in Ibis Style Bali Legian, whereas 85% of all the orders arrived from mobile applications.

CONCLUSION

To sum up, it can be deduced that (1) The implementation of food safety in preparing quality food in the era of the Covid-19 pandemic at the Taco Casa Canggu has actually been established since the beginning of designing the preliminary SOPs that focus on personal hygiene. The restaurant only adjusted some other things, such as an obligation to wear masks and use hand sanitizers in dry areas such as cashier and storage area, (2) Some efforts to ensure food safety in producing quality food have also been implemented, such as rearranging food safety plans (3) Digitalization is a key, such as implementing QR menus and digital payments.

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