

## **Abstract**

### **An Assessment of the Knowledge, Attitudes and Practices of Workers in the Food and Beverage Department of Selected Jamaican Hotels**

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This thesis evaluates the knowledge attitudes and practices of workers in the food and beverage department of selected Jamaican hotels. It assesses risk factors associated with causation of foodborne illnesses. Particular attention was placed on the relationship between the handling and preparation of fried eggs, scrambled eggs and omelets.

The methodology includes interviews, site visits, and laboratory analysis of food samples.

There were wide gaps between the sample population admitted familiarity with certain food safety variables and the respondents' ability to state or to explain the cause, meaning, principle or purpose of the variables. Additionally, respondents were unable to state or to identify critical food safety temperatures and some practices and attitudes observed were not conducive to optimum public health standards

The majority of workers expressed the desire to see the continued growth and stability of the hospitality industry and were concerned about food safety in the hotels. This

favorable response by staff should be perceived and embraced by hotel interests as an opportunity to co-invest in and to collaborate with this often marginalized but vital link in the stakeholders chain.

Hoteliers must summon the resources and commitment to invest more in the training of workers. Despite the educational level of some workers, many were eager to learn and were committed to the welfare and safety of the guests. The option of continuous training should be vigorously pursued.

In order to close the gaps between familiarity with critical food safety variables and knowledge converted into practices of these terms, the Ministry of Health should evaluate its own food safety training programmes to determine the effectiveness of its methods and should collaborate with hotel management to improve the delivery of more effective training of workers.

**Key Words:** Hydda Holdtruth McPherson, foodborne illness, workers, hotels, food safety, food and beverage