

## CHECKING OF DIFFERENT ROUTINES FOLLOWED BY BAGHDADS CITY RESTAURANTS

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### ABSTRACT

In order to detect that Baghdad restaurants followed different routines that should be checked daily to ensure that safe food has been served to restaurants costumers; this research was performed by a survey data included a check list directed to 20 fist class restaurants worked in Baghdad city. The questions included in the check list, answered with (without deviations, deviations). The most important deviations checked in the daily routines were in: Pest control routine, Reclaims and suspected food poisoning routine; where results demonstrated that 18 of 20 questioned restaurants about 90% of selected restaurants have these deviations., And in Intern labeling routine and Traceability routine; results demonstrated that 15 of 20 questioned restaurants about 75% of the selected restaurants have these deviations. This means that different routines are not applicable and not checked daily in Baghdads restaurants and that may be causes food poisoning among restaurant costumers

***.Keywords: Checking, different routines, Baghdad restaurants.***

## 1. INTRODUCTION

It's part of a restaurant's requirements ensuring that they meet safety guidelines for serving food and drinks to the public; so restaurant responsible should be have a social and moral responsibility in this issue (**Kamal, H., 2008**). They must make sure that the food meals that they prepared or processed and then served to their customers are safe and it will not cause any harm to the consumer's health (**Alkhafaji, M., 2016**). This lead them to take several steps or follow different routines to make sure that meals produced are healthy and valid for human consumption (**Forsythe, S., 2006**). These steps will lead to food quality assurance system (**Zhou J. & Liang J., 2011**), which includes all of Good Manufacturing Practices and Hazard Analysis Critical Control Points (**Mensah, L. & Julien, D., 2011**).

It is very important done daily routines (**FAB, 2010**) in the restaurants by establishing a checklist (**FAB, 2010**). The check list help to ensure everything as it should be done; and all staff members will know what needs to be done. And because of that restaurant inspection are unannounced; doing daily routines will help food establishment not worry about inspection time and the food inspector can come through restaurants door at any time (**IMoH, 2012**).

"If you doing things right from the beginning, then there's no reason to have worry about doing things wrong" (**Black, W., 2013**). For instance, foodborne illness is a serious concern and diligently checking food temperatures can help to prevent it. For doing these checks daily, we ensure that all things we done going properly, and this help food establishment to ensure that the inspection will be at least accepted and without many deviations (**10**).

## 2. THE MAIN ISSUES

The research directed to sample of first class restaurants worked in Baghdad city. The research included two main issues: the first one related with the characterization of different routines should be followed by restaurants (Gothenburg Municipality, 2011) and the second one related with a survey data done by a check list directed to 20 restaurants. The check list included all routines that should be checked daily in the restaurant answered by restaurants responsible by without deviations or deviations.

### *A. Characterization of Different Restaurants Routines*

#### **2.1. Education routine**

All staff should have appropriate knowledge in their field of work. Responsible manager or restaurant supervisor is responsible for ensuring that all employees have sufficient knowledge. In the absence of sufficient knowledge, planned and arranged training is urgent and necessary.

#### **2.2. Personal hygiene routine**

Work clothes are provided for all food handling staff and should be only used at food establishment. Clothes and work clothes are kept separately. Lockers for private clothes, shoes and other private items are available. Change of clothes takes place in changing rooms. The changing room is kept clean and disposals should be available.

#### **2.3. Shopping routine**

Before hiring a new supplier, it should be checked that the supplier meet raw material and delivery requirements. A random check should be done before selecting supplier. Reliable suppliers are listed in the supplier list, including type of goods supplied, company name and contact details.

## 2.4. Receiving control routine

When goods received, following information should be checked: *Temperature of refrigerated and frozen goods*, Temperature should be controlled by sampling.

Refrigerated goods should be kept at max + 8C on arrival, or at specified storage temperature. If the temperature of the refrigerated goods or the temperature indicated by the manufacturer on the package exceeds + 8C, an assessment of quality product should be done. The higher temperature should be valued along with the durability of the product. Unless storage instructions have been followed, the shelf life is not valid, the shelf life of goods saved must be therefore adjusted. Complaint to the supplier should be done in case of deviation of appropriate temperature.

Frozen goods must be kept at -18C on arrival. If the temperature of frozen products exceeds -18C, an assessment of the quality should be done. The higher temperature should be valued along with the durability of the product. If the assessment is done perfectly, the product can be used; the shelf life of the product must be adjusted. Complaint to the supplier should be done in case of deviation of appropriate temperature.

## 2.5. Monitoring temperature routine

Refrigeration and freezing compartments as well as temperature dependent on factors in food handling must be meet requirements established for correct temperatures.

*Receiving control:* The temperature of refrigerated and frozen items as well as arrived hot food should be checked by sampling.

*Cooling and freezing:* The temperature in cold storage areas should not exceed 8C; the temperature in all freezing rooms should not exceed -18C. The air temperature in refrigerators and freezers should be checked every day.

Temperature grades should be documented twice a week, and in case of deviation the equipment should be switched off, temperature should be adjusted and servicetechnician should be called; defrosting of frozen and refrigerated items down out if necessary. Food items should be used immediately by reprocessed or discarded, sensitive, ready--eat foods and goods with short shelf life should generally be discarded if the temperature exceeds + 10C.

However, an assessment of the quality and the service of food product must be always done. The time that product has been exposed to the high temperature should be valued along with the durability of the product. Unless warning instructions follow, the shelf life is not valid. Thus; for saved goods, the shelf life must be checked.

## **2.6. Separation and storage routine**

Food products are mainly stored with some kind of sealing cover. To avoid cross contamination, separation should be done between following unpackaged goods: Raw products...Finished products, Vegetables...Fish, Vegetables...Meat& Fish... Meat. These items are also handled in separate work spaces and separated in time that cleaning done.

## **2.7. Intern labeling routine(Intern traceability)**

To ensure traceability, avoid confusion and to facilitate selling of food products stored in the restaurant and foods menu served, the packaging is labeled as in following: broken packaging should be marked with the date of packaging and opening., Prepared dishes menu or repackaged foods are labeled with information such as product name, date of manufacturing, freezing date or shelf life.,

Goods to be returned to supplier or other should be placed packaged in separate bag or marked with Return. Goods must be stored in refrigerator, freezer or dry storage depending on the product.

## **2.8. Traceability routine**

When food products arrive to the company, the following information must be checked with the accompanying note, invoice or similar:

date of arrival, supplier or manufacturer and the product.

Folders, invoices or other information clarify the relationship between the supplier and the delivered product are stored and displayed upon request of inspection authority.

## **2.9. Reclaims and suspected food poisoning routine**

Any suspected food poisoning or suspected illnesses due to allergenic substances or other reason and complaints of served food dishes are documented in the deviation report. In case of suspected food poisoning, always should be contact with Food Control Department / Ministry of Health. Suspicious foods are stopped and discarded. In case of need, cleanrooms and equipment, the matter investigates (depending of routines review), deficiency should be corrected. The process, analysis response, etc., must be documented in the deviations report.

## **2.10. Packaging material routine**

For all food packaging materials (plastic bags, cans, etc.) there is information / evidence showing that the material is approved for packaging food. This consists of product fact sheet, certificate and delivery note... etc. or labeling information as follows: The word "for food" printed on the packaging, specific designation indicating intended use, or special symbol (glass + fork).

## **2.11. Water and ice routine**

Water and ice used in food processing must be meet food legislation, quality requirements - drinking water quality.

### **2.12. Cleaning routine**

Cleaning of the place, furnishings and equipment is done regularly according to the cleaning schedule. Cleaning schedule includes cleanings area, cleanings method, frequency (how often cleaning should be done) and responsible personnel.

### **2.13. Waste handling routine**

All wastes which occur during food processing will be disposed immediately in the intended container, placed in separate waste space. Waste bags in kitchens and other wastes including wash room waste must be sealed and thrown at the end of the working day, or when needed.

Waste sorting takes place according to municipality regulations and instructions. Waste is stored in order to avoid hygienic risks and be well separated from food. Storage of waste is protected from pests and placed in order that odor does not occur. Waste collected once a week by an external company. The company will contact if recycling containers are full before regular time.

### **2.14. Pest control routine**

Food establishment should be having an agreement with external pest control company. The agreement should be contains: numbers of inspections per year, what is the inspection included? And pest control plan. Inspection reports for visits must be saved.

### **2.15. Tests routine**

*Food:* samples of cooked food prepared in food establishment should be taken times per year for assessment. When assessment is valid (with deviations) or not valid for human consumption, it should be checked both of food processing and routines to find the reason of the deviations. If the food product in question is remaining, it should be eliminating the product. Analytical response from the laboratory should be saved.

*Cleaning*: microbiological control of cleaning (own tests that are not sent for analysis) done regularly. Preferably, surfaces that come in directly contact with food should be checked. In case of unacceptable test results; cleaning routine or method should be improved, including changing of cleaning frequency, cleaning method, cleaning equipment and / or cleaning agents when needed. Analysis results from the laboratory should be saved.

*Water and ice*: water tests from water resource take place times per year. Samples of ice produced in the same food establishment are collected once per year or more often for microbiological analysis.

#### ***B. Survey Data of Checking Routines in Baghdad City Restaurants***

A check list was established in accordance with (Gothenburg Municipality, 2011) contains all routines should be checked daily by restaurant quality responsible. The check list submitted to 20 first class restaurants worked in Baghdad city. Answers received from restaurant quality responsible marked by one choice either deviations or without deviations as it indicated in Table 1. Check list distributed to the restaurants to show their complying with the daily restaurant routines. Answers of the questions included in the check list documented in Table 1.



**Table 1: Restaurant Routines.**

	<b>Routines</b>	<b>without Deviations</b>	<b>Deviations</b>
1	Education	20	0
2	Personal Hygiene	16	4
3	Shopping	12	8
4	Receiving Control	17	3
5	Monitoring Temperature	12	8
6	Separation and Storage	11	9
7	Intern Labeling	5	15
8	Traceability	5	15
9	Reclaims and Suspected Food Poisoning	2	18
10	Packaging Material	16	4
11	Water and Ice	15	5
12	Cleaning	13	7
13	Waste Handling	11	9
14	Pest Control	2	18
15	Tests	20	0

**Table 2: Highest deviations percentage in restaurant routines.**

	<b>Routine</b>	<b>% Deviations</b>
1	Pest Control	90
2	Reclaims and suspected food poisoning	90
3	Intern labeling	75
4	Traceability	75
5	Separation & storage	45
6	Waste handling	45
7	Shopping	40
8	Monitoring temperature	40

### 3. RESULTS & DISCUSSION

The results of the survey data illustrated in Table 1, demonstrated many deviations in the daily routines that should be followed by Baghdad's restaurants. Among 20 questioned restaurants, 18 of them have deviations (about 90% of the collected sample) in both of Pest control routine and Reclaim and suspected food poisoning routines. The reason of these deviations belonged to not to establish any quality and safety management systems (Dora, M. & Kumar, M., 2013) like Good Manufacturing Practices (GMP) or Hazard Analysis Critical Control Points (HACCP) (Alkhafaji, M., 2015) in the restaurants and not to give this responsibility to restaurants quality manager.

Among 20 questioned restaurants, 15 restaurants have deviations (about 75% of the collected sample) in both of Intern labeling routine and Traceability routine, and the reason of this deviations belonged to not having enough knowledge in food handling education, although that the workers in food handling have basic education as it indicated in question 1 of the check list distributed.

Among 20 restaurants questioned 9 of them have deviations (about 45% of the collected sample) in both of Separation and storage routine and Waste handling routine. And among 20 restaurants questioned 8 of them have deviations (about 40% of the collected sample) in both of Shopping routine and Monitoring temperature routine as it illustrated in Table 2.

That's mean that different routines are not applicable and checked daily in Baghdad's restaurants and that causes possibility of food poisoning among restaurant costumers.

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التحقق من وجود روتينات مختلفة متبعة من قبل مطاعم الدرجة الأولى في مدينة بغداد

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## الخلاصة

لغرض التحري فيما اذا كانت مطاعم الدرجة الاولى في مدينة بغداد متبعة للروتينات المختلفة التي يفترض ان يتم التحقق منها يوميا للتأكد بان المطعم يقدم غذاء أمن الى زبائنه، اجري هذا البحث من خلال اجراء دراسة استطلاعية متضمنة قائمة فحص موجهة الى ٢٠ مطعم درجة اولى تعمل في مدينة بغداد. الاسئلة المتضمنة في قائمة الفحص تم . بعد استلام الاجابات كانت اهم التجاوزات التي ظهرت هي في: روتين (بدون تجاوزات او تجاوزات) (الاجابة عليها اما مكافحة الافات وروتين الشكاوى والاشتباه في حصول التسمم الغذائي، حيث ان ١٨ من اصل ٢٠ مطعم مبحوث، ما نسبته ٩٠% كانت لديهم هذه التجاوزات، فضلا عن ان ١٥ من اصل ٢٠ مطعم مبحوث، ما نسبته ٧٥% كانت لديهم تجاوزات في كل من روتين بطاقة الدلالة/التاثير الداخلي وروتين التتبعية. وهذا يعني ان الروتينات المختلفة التي يتطلب اتباعها يوميا في مطاعم مدينة بغداد غير مطبقة ولا يتم التحقق منها يوميا وهذا ما يؤدي الى احتمال حدوث حالات تسمم غذائي بين زبائن المطاعم.