PUSAKA
Journal of Tourism, Hospitality, Travel and Business Event
Vol. 8 No. 1 (2026): February-Juli
ISSN 2656-1301 (Online) 2656-1336 (Print), 454-462
https://journal.poltekparmakassar.ac.id/index.php/pusaka
https://doi.org/10.33649/pusaka.v6i2.615

Beef Storage Sanitation from Chiller to Plate in a Five-Star Hotel in Batam

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Received: August 12, 2025	Revised: November 28, 2025	Accepted: January 27, 2026	Published: February 17, 2026

ABSTRACT

The storage of beef in the main kitchen of a five-star hotel requires strict hygiene and sanitation procedures to maintain product quality, especially during major holiday periods. This study aims to examine the implementation of these procedures in beef storage as an essential factor influencing guest satisfaction. Using a qualitative case study approach at a five-star hotel in Batam, data were collected through observation, interviews, and documentation. The findings indicate that staff generally follow to proper hygiene and sanitation practices; however, chiller cleanliness, temperature control, and beef arrangement are not fully aligned with established standard operating procedures. As the study focuses on a single hotel, the results should be interpreted with caution and may not be generalizable to other settings. Future research is recommended to involve multiple hotels, assess the consistency of temperature control throughout the storage process, and evaluate the effectiveness of hygiene and sanitation standard operating procedures.

Keywords: hygiene, sanitation, meat, storage, hotel

INTRODUCTION

Hygiene and sanitation in food processing are highly important because the quality of food served in hotels and restaurants must be consistently maintained (Ale et al., 2023). Proper hygiene and sanitation procedures for storing food ingredients in the main kitchen of a five-star hotel are essential during both regular operations and major holiday periods. In addition, customer satisfaction, represented by the guests, largely depends on their perception of the quality of the products and services they receive, meaning that proper hygiene standards play a direct role in shaping their overall experience (Hariyanto & Rukmandiana, 2022). To support these standards, hotels must have a chiller as a storage facility for food ingredients, including various sources of animal protein. This is especially crucial for storing beef, which is widely used in signature dishes such as steaks and other preparations. Storage procedures, such as temperature, packaging, and storage duration, must follow established standard operating procedures (SOPs). According to research by Khaerunnissa (2023), beef stored in cool storage can last for up to one month. During the holiday season, the main kitchen of a five-star hotel typically maximizes food supplies to meet the needs of guests staying at the hotel or visiting the restaurant. Statistical data show that Malaysian tourists rank second with 51,263 people, followed by Indian tourists with 10,606 people (Nurahman, 2016). Although staff hotels follow hygiene and sanitation SOPs for beef storage, during the peak holiday season these procedures are often neglected. The first-in-first-out (FIFO) storage system is not always followed, and animal-based ingredients may not be stored according to their respective categories. Such practices can lead to beef spoilage and contamination of other animal protein sources (Hadinata & Adriyanto, 2020).

The issue examined in this study concerns the implementation of hygiene and sanitation (HS) procedures in the beef storage in the main kitchen of a five-star hotel. The research focuses on three key areas: first, the SOP for beef storage in the chiller; second, the condition of the chiller, including cleanliness, temperature, and maintenance; and third, the location of the slaughterhouse

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(RPH), particularly for beef slaughtering, since beef quality is influenced by hygiene, sanitation, and workplace safety (HSK) conditions, as well as slaughterhouse facilities.

Based on previous studies, Rovira et al. (2023), analyzed the differences between storing meat in open air and storing meat at low temperatures with vacuum-sealing, particularly in relation to bacterial growth and organoleptic profiles. A second study by Anggraeni et al. (2023) found that storage duration and packaging methods affect the physical properties and water activity of chicken meatballs at low temperatures. A third study by Khairunnisa Br Tamba (2025) found that cooling and freezing techniques down to -18°C play a crucial role in inhibiting microorganisms, slowing enzymatic reactions, and maintaining the nutritional stability of fresh foods like beef. The fourth study by Aryapratama (2023) found that shelf conditions, chiller cleanliness, and storage temperature significantly affect meat quality, and that improper storage methods can lead to damage to food products.

The upcoming research will focus on how Beef quality is influenced by the implementation of storage SOPs in chillers, chiller conditions, and appropriate RPH locations and facilities, with a focus on hygiene, sanitation, and workplace safety. The objective of this research is to determine the implementation of hygiene and sanitation procedures in beef storage in the central kitchen of a five-star hotel.

Food Storage Hygiene and Sanitation

Employee hygiene refers to measures taken to maintain personal cleanliness among employees who handle food, particularly in the food and beverage industry. Employee hygiene aims to prevent food contamination that could cause health problems for employees and consumers, such as viruses and bacterial infections (Tuncer & Akoğlu, 2020). Hygiene is also emphasized during the storage stage, which includes the hygiene practices of staff and the cleanliness of equipment used. This is in line with Pebrianti (2023), who stated that food services include procurement, storage, processing, transportation, and serving. Similarly, according to Rahmaniyah Utami et al., (2024),food storage plays a crucial role in main kitchen because proper food storage ensures the safety and quality of food products. An appealing visual presentation of animal protein can also stimulate consumers' purchasing interest (Hariyanto et al., 2025). Sanitation in food ingredient storage prioritizes environmental cleanliness, temperature control, and the prevention of contamination and pest management. Sanitation involves preventive measures to avoid contamination and maintain food quality (Andayani, 2020). In the context of chillers, sanitation includes cleanliness and temperature maintenance, proper arrangement of food items, and control of moisture levels and cleanliness of storage equipment. According to BPOM RI (2021), chillers that are not properly maintained can become a source of cross-contamination due to unstable temperatures, disorganized storage of materials, and a lack of proper cleaning procedures.

Storage of Animal Protein Food Sources (Cool Storage)

To maintain the quality and shelf life of animal protein food materials, they must be stored in cool facilities. Based on the type and duration of storage and usage, or inventory management system (IMS), the method used is first in-first out (FIFO) (Pratiwi et al., 2023). FIFO is an inventory control method in which the first items to enter the storage system are the first to be removed or used. This approach ensures that older stock is prioritized for use to prevent quality degradation or expiration (Agustin, 2022). Cool storage equipment for storing animal protein food sources includes:

1) Chiller Condition

A chiller is a storage facility for animal protein food items that prevents spoilage for up to 24 hours, keeping the food at 4°C – 10°C to slow bacterial growth. Food items stored in the chiller include animal protein such as chicken, beef, fish, and others (Nadyantari et al., 2024).

2) Freezer Condition

The freezer operates at an ideal temperature of -18°C or lower, or around 0°C to 4°C, enabling longer-term storage of food items than the chiller does through freezing. The purpose is to stop bacterial growth or spoilage in meat, such as animal protein sources (Aryapratama, 2023).

3) Walk-in cold room Condition

A walk-in cold room is a larger storage space that can be accessed by butchers, with a temperature of 0°C–4°C, which is the ideal temperature for animal protein sources (Rahmaniyah Utami et al., 2024).

3.1 Butcher Section

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A butcher is a professional skilled in cutting and processing various types of animal protein, such as beef, chicken, and goat meat. The primary responsibilities of a butcher include selecting appropriate meat cuts based on requirements, as well as storing or handling meat in accordance with hygiene and safety standards. In a hotel environment, butchers typically work in the kitchen section responsible for cutting animal protein according to the type of meat to be processed by the hotel's main kitchen team (Anwar et al., 2021). Additionally, butchers in a hotel kitchen serve not only as meat-cutting areas but also play a crucial role in maintaining the quality and safety of food ingredients. A butcher is required to strictly implement sanitation procedures, have expertise in proper cutting techniques, and ensure that the storage process of animal protein ingredients is carried out according to standards to avoid the risk of contamination that can cause food poisoning or operational losses (Oliveira et al., 2024).

3.2 Main Kitchen Section

The main kitchen is one of the most important facilities in the hospitality industry, where menus are prepared for sale and served to guests. Additionally, the main kitchen involves several critical stages, including raw material reception, recipe formulation and refinement, and testing new menu items—particularly those using high-risk animal proteins such as meat, poultry, and fish(Gössling & Michael Hall, 2021).

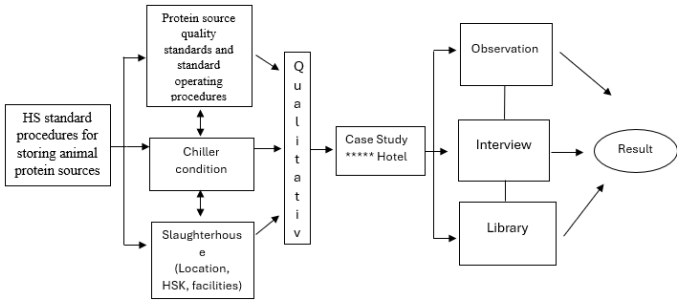
METHOD

This research is a qualitative study employing a case study analysis approach, using data collection techniques based on observation and interviews that were converted into questionnaires and distributed via Google Forms. This research examines objects in their natural context to understand social phenomena or social symptoms from the perspective of participants or informants. It is conducted intensively and in-depth to understand the dynamics occurring within the research object (Libraries, 2024). This study focuses solely on one five-star hotel to enable a more in-depth and focused analysis of the research object (Kadir, 2021). The study was conducted from October 21, 2024, to April 9, 2025.

Data collection was conducted through field observation, in-depth interviews, and the distribution of questionnaires to designated respondents. The total population consisted of 14 staff members, including 2 key informants who served as CPD butchers and 1 commis responsible for the butchery area, while 12 staff members from the five-star hotel's kitchen served as respondents.

To validate respondents' answers, the researchers applied a triangulation technique. This involved first, asking several similar questions to different respondents, and second, asking different questions with the same core purpose to one respondent.

Figure 1. Research Framework



Source: Research (2025)

This conceptual framework describes the qualitative research process using a case study approach to describe the implementation of hygiene and sanitation in beef storage in the main kitchen chiller of a five-star hotel. The research focuses on three main aspects, namely storage SOPs, chiller conditions, and hygiene and sanitation in the slaughterhouse, which are closely related to maintaining the quality and safety of beef.

SOPs serve as the primary guidelines for the storage process, but their effectiveness heavily depends on supportive chiller conditions, such as proper temperature and maintained cleanliness. Meanwhile, the quality of the raw material is determined from the outset, specifically at the slaughterhouse, where hygiene and sanitation, facilities, and animal health inspections must meet standards. If any one of these aspects is not optimized, efforts to maintain storage quality will not be maximized. Therefore, all three must work together to ensure that beef remains safe, hygienic, and suitable for consumption.

Data collection was conducted using three techniques: direct observation and field visits to assess the actual implementation of standard operating procedures, storage conditions of materials in the chiller, and the cleanliness and arrangement of storage spaces (five-star butcher hotel).

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Interviews with kitchen staff and butchers to gain a deeper understanding of beef storage practices, including receiving procedures, material rotation, and handling during storage. All data obtained will be analyzed to produce findings that can serve as a basis for evaluating and improving the beef storage system to meet food safety and hygiene standards. The results of the observations and interviews were further analyzed through a literature review. Theories and references from previous studies were used to compare field conditions with ideal standards, thereby strengthening the arguments and conclusions of this study.

RESULT AND DISCUSSION

General Description of Respondents

Table 1. Respondent Distribution Gender

		Frequency	Percentage (%)
Gender	Male	12	85.71%
	Female	2	14.29%

Source: Processed Data (2025)

Table 2. Age of Respondents

Age	Frequency	Percentage (%)
20-25 years	3	21.43%
26–33 years	2	14.29%
34–40 years	9	64.29%
TOTAL	**14**	**100.01%**

Source: Processed Data (2025)

Table 3. Respondents Positions

Positions	Frequency	Percentage (%)
CPD	3	21.43%
CDP Butcher	1	7.14%
Commis	8	57.14%
Demi Chef	2	14.29%

Source: Processed Data (2025)

Table 4. Respondents Experiences

Experiences	Frequency	Percentage (%)
1-2 years	1	7.14%
3-5 years	3	21,43%
6-8 years	6	42.86%
9-10 years	4	28.57%
TOTAL	**14**	**100%**

Source: Processed Data (2025)

The demographic profile of respondents—primarily male commis staff aged 34–40 with 6–8 years of experience—provides context for interpreting their strong agreement on the importance of beef quality standards. Their experience suggests familiarity with routine kitchen operations, which aligns with literature stating that experienced staff tend to demonstrate higher accuracy in assessing meat freshness indicators such as color, aroma, and texture.

However, the small group of respondents who expressed uncertainty represents a meaningful insight rather than a minor detail. This uncertainty signals a potential knowledge gap within the team, particularly among staff with limited experience or different job roles. Previous studies emphasize that an inconsistent understanding of quality assessment procedures among kitchen staff can undermine the reliability of food safety systems and increase the risk of contamination due to improper evaluation of raw materials.

Thus, the presence of uncertainty highlights a structural issue: the need for more standardized training and clearer reinforcement of hotel quality control protocols. Addressing this gap is essential to ensure consistent assessment practices across all staff levels, which is critical for maintaining high sanitation standards from receipt through storage and for further supporting overall food safety performance.

The sampling technique used was saturation sampling, which involves selecting all members of the population as respondents (Mutiara, 2024). To categorize and interpret the respondents' answers, a Likert scale with four levels was used, interpreted as follows: strongly agree (100%-76%) = almost all, agree (75%-51%) = most, neutral (50%-26%) = some, unsure (25%-0%) = a small portion (WSK, 2024).

Standard Operating Procedures (SOP) for Storing Beef in a Chiller

1. Hygiene and sanitation in food storage

Based on the research results, almost all (85.7%) strongly agreed that the beef supplied by the suppliers met the hotel's fresh standards. This step is important to prevent bacterial growth, maintain quality, and protect consumers from the risk of food poisoning (MS, 2022). A small portion (14.3%) of respondents expressed uncertainty, possibly because they were kitchen staff with 1-2 years of experience and

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therefore lacked understanding of the hotel's beef quality standards.

2. Beef freshness standards are determined by: texture, fresh aroma, color, and expiration date

Based on the research results, almost all (85.7%) strongly agreed that beef standards are assessed based on texture, aroma, color, and expiration date. These indicators have been well understood and accepted as part of the hotel's food quality standards. Changes in any of these indicators, such as a sour smell, dull color, or soft texture, indicate a decline in quality and potential contamination (Taormina & Editors, 2021). A small portion (14.3%) of respondents expressed uncertainty that beef freshness standards are evaluated based on texture, aroma, color, and expiration date. This may be due to respondents having a high school education with 1-2 years of experience.

3. Butchers conduct a checklist when receiving beef from suppliers

Based on the research results, nearly all (85.7%) strongly agreed that kitchen staff and butchers understood their responsibility to conduct a checklist when receiving beef from suppliers. A small proportion (14.3%) of respondents expressed uncertainty, likely because those who answered uncertainly held positions in the kitchen and did not perform the checklist task during beef receipt from suppliers.

Butchers identify materials based on type, quantity, date, and delivery, with the condition that packaging is intact, temperature is a maximum of 4°C, and accompanied by certified veterinary health documents and animal health certificates to prevent meat contamination (Bernardi et al., 2023).

Storage Conditions and Processes in Chillers

4. The ideal storage temperature for beef in chillers is between 4°C and 10°C

Based on the results of the study (46.2%) were neutral about whether the 4°C–10°C chiller range is adequate, and 23.1% were unsure. This uncertainty indicates a discrepancy between staff knowledge and the hotel's SOP. Several respondents—especially those with butchery or cold-storage experience—preferred a stricter 2°C–4°C range, which aligns with industry best practices.

This difference may stem from unclear SOPs, inconsistent training, or varying experience levels among staff. The issue is important because temperatures above 4°C can gradually affect meat texture and bacterial activity even before spoilage becomes visible (Zhao et al., 2022). The gap between staff practice (2°C–4°C) and hotel policy (4°C–10°C), therefore, suggests a need to review temperature guidelines and strengthen training to ensure safe and consistent storage.

5. Beef storage system using the First In - First Out (FIFO) system

Based on the research results, almost all (92.9%) strongly agreed, and most (7.1%) agreed that the beef storage system using the FIFO method has been appropriately implemented. These results indicate that all respondents understand and support the implementation of the FIFO system. The FIFO system is used in beef storage to ensure that the first batch of beef is used first. The aim is to prevent spoilage, maintain freshness, and avoid using beef that has exceeded its shelf life (Walle, MS, RDN, 2024).

6. Beef must be stored in special beef boxes

Based on the research results, the majority (71.4%) agreed, and some (28.6%) were neutral. That beef should be stored in special boxes. This indicates that all respondents agree on the importance of separating beef containers.

To avoid cross-contamination with other food items, especially ready-to-eat foods. Separate storage helps maintain the cleanliness and safety of the ingredients and prevents the spread of bacteria from raw meat juices. Additionally, raw meat should be tightly wrapped and stored in a sealed container (FSA, 2024).

Slaughterhouse

7. Stages of animal inspection before slaughter: post-mortem, ensuring freedom from zoonotic diseases

Based on the results of the study, almost all (84.6%) strongly agreed, meaning that all respondents understood the importance of post-mortem inspection, an aspect of sanitation and food safety in the animal slaughter process. Meanwhile, a small portion (15.4%) were unsure, possibly because respondents did not fully understand the post-mortem inspection process conducted by the slaughterhouse. Animal inspections by veterinarians before and after slaughter are an important part of food industry standard operating procedures (SOPs) to prevent disease and maintain the quality of animal products (Moura et al., 2023).

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8. Facilities that must be available at slaughterhouses (RPH): Cold Storage Rooms, Sanitation and Hygiene Facilities, Waste Management Facilities

Based on the research results, almost all (92.9%) strongly agreed on the importance of facilities such as cold storage rooms, sanitation and hygiene, and waste management at RPH. Meanwhile, a small portion (7.1%) were unsure, which may be because the respondents worked in the kitchen as commis (respondents as commis).

RPHs must be equipped with facilities that meet hygiene and sanitation standards, such as cold storage, cleaning equipment, and waste management, to ensure meat remains fresh and safe before distribution. (Komisi B, 2023). The availability of sanitation facilities such as easy-to-clean floors, good lighting, clean water, and handwashing facilities plays a crucial role in maintaining hygiene in the slaughtering area and preventing cross-contamination (Ubi & Amachree, 2022). Waste management is carried out by processing liquid waste through a wastewater treatment plant and separating solid waste, such as bones and offal, to avoid environmental impacts and the potential spread of disease (Ramadhani et al., 2022).

9. The steps taken before animal slaughter include: Animal Reception Area, Slaughtering or Slaughtering Area, Slaughtering Area, Skinning and Offal Removal Area

Based on the research results, nearly all (78.6%) strongly agreed, indicating an understanding of the importance of these stages as part of the standard procedures required to ensure the hygiene and efficiency of the slaughtering process. Skinning is performed using a special support device or cradle while the animal is suspended, ensuring the meat does not come into contact with the floor and preventing contamination from infectious larvae or fly eggs, which can cause disease in the human digestive system. (Pebriyanti et al., 2017; Engki Zelpina, S.Pt., M.Si, 2022). Meanwhile, a small portion (21.4%) responded with uncertainty, which may be due to the respondents working as commis butchers not fully understanding the procedures or steps performed before animal slaughter at the slaughterhouse.

Based on the research findings, a small portion of respondents were unsure about answering the beef quality standards set by the hotel, which may be because kitchen staff do not understand these standards due to their position in the kitchen and their novice status. Furthermore, beef stored at temperatures between 4°C and 10°C will alter its texture. This study found a knowledge gap between kitchen staff and butchers regarding understanding of beef quality standards, which is related to the quality of service and guest satisfaction. Another finding was that changes in meat texture occur when storage temperatures are above 4°C to 10°C for a certain period. The lack of employee training, particularly regarding product knowledge and the management of expired food ingredients, means that companies focus more on operations than on human resource development, thereby reducing service quality, food quality, and customer satisfaction (Abner Eleazar Castro Olivas, 2018; Dzulfian Syafrian, 2025).

CONCLUSIONS

Standard Operating Procedure for Storing Beef in a Chiller

Based on the research results, respondents stated that the quality of beef received from suppliers met the hotel's fresh standards. Beef freshness standards are assessed based on texture, aroma, color, and expiration date. These indicators have been well understood and accepted as part of the hotel's food quality standards. Kitchen staff and butchers are already familiar with their tasks to conduct checks when receiving beef.

Storage Conditions and Process in the Chiller

Based on the research results, there is a clear mismatch between staff perceptions and the hotel's official temperature standards. Many employees favor a stricter 2°C–4°C range, reflecting industry best practices and practical experience, while the hotel's SOP permits a broader 4°C–10°C range. This discrepancy highlights the need for updated guidelines and improved training to ensure that beef is stored under conditions that fully support safety, consistency, and quality.

Hotels are advised to conduct regular training for all kitchen staff on meat storage standards, including ideal chiller temperature settings. This training should be accompanied by updated standard operating procedures (SOPs) to align with industry best practices, which require maintaining temperatures between 2°C and 4°C. Furthermore, regular monitoring through daily temperature checks and internal audits should be strengthened to ensure consistent procedures and minimize the risk of contamination.

Meat Slaughterhouse

Overall, the research findings indicate that staff have a

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strong understanding of basic food-safety practices in the kitchen, as shown by the high levels of agreement across most indicators. However, recurring uncertainty across several areas—such as post-mortem inspection, required slaughterhouse facilities, and pre-slaughter stages—reveals a persistent knowledge gap regarding external processes handled by suppliers. This suggests that although internal SOPs are well understood, staff are less familiar with upstream safety procedures that directly affect product quality. Strengthening training, improving communication with vendors, and providing regular briefings on supply-chain sanitation would help align staff knowledge with industry standards and enhance the hotel's overall food-safety system.

To address these uncertainties throughout various stages of meat handling, hotels are encouraged to conduct more in-depth periodic training, improve communication and transparency with suppliers, hold regular internal briefings on food safety standards, conduct joint evaluations through audits or vendor visits, provide visual information about the supply chain flow, and update SOPs to align with the latest industry practices and standards.

ACKNOWLEDGMENTS
The authors would like to express their sincere appreciation to Universitas Internasional Batam for providing academic support, research facilities, and administrative assistance throughout the implementation of this study. The authors are also deeply grateful to the management of the selected five-star hotel in Batam for granting formal research permission and facilitating access to critical operational areas, including the chiller room, butchery section, and main kitchen.
Special appreciation is extended to the CPD butchers and the commis in charge of the butchery unit, as well as all kitchen staff who participated as respondents. Their openness in sharing operational practices related to beef storage, handling, and sanitation procedures significantly contributed to the depth and credibility of the research findings.

DECLARATION
The authors declare that this research was conducted independently and objectively. There are no competing interests, whether financial, professional, or institutional, that could have influenced the research design, data collection process, analysis, or interpretation of the results. All findings presented in this article are solely based on empirical data obtained from the field.

ETHICAL APPROVAL
This research complied with institutional ethical standards for social and hospitality research. Prior to data collection, the research protocol, including the use of observation, in-depth interviews, and questionnaires distributed via Google Forms, was reviewed and approved by the academic authority of the Tourism Study Program, Universitas Internasional Batam.
Ethical considerations applied in this study included:
1) Protection of participants' identities,
2) Confidentiality of operational information related to food handling practices, and
3) Restriction of data usage solely for academic and research purposes.

INFORMED CONSENT
Informed consent was obtained from all participants before the research was conducted. Each respondent received a detailed explanation regarding the objectives of the study, the data collection methods, the type of information requested, and the expected duration of participation.
Participants were informed that their involvement was entirely voluntary and that they could refuse to answer any question or withdraw from the study at any stage without any repercussions. Consent was provided verbally prior to interviews and digitally through the Google Forms questionnaire interface.

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https://journal.poltekparmakassar.ac.id/index.php/pusaka
https://doi.org/10.33649/pusaka.v6i2.615

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PUSAKA
Journal of Tourism, Hospitality, Travel and Business Event
Vol. 8 No. 1 (2026): February-Juli
ISSN 2656-1301 (Online) 2656-1336 (Print), 358-369
https://journal.poltekparmakassar.ac.id/index.php/pusaka

https://doi.org/10.33649/pusaka.v6i2.615

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