

Research Article

Implementation of Hygiene and Sanitation in the Bar Section at Oyster Dealer Beach Haus, Batu Belig, Kerobokan Kelod, North Kuta, Badung, Bali

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Abstract. This study examines the implementation of hygiene and sanitation in the bar section of Oyster Dealer Beach Haus Batu Belig, Kerobokan Kelod, North Kuta, Badung, Bali. The research was motivated by the strategic role of food and beverage services in supporting tourism quality and by the contamination risks faced by bar operations in a semi-open coastal environment. A descriptive qualitative approach supported by limited quantitative data was applied. Data were collected through direct observation, semi-structured interviews with the Bar Manager and Bartender, and documentation related to operational procedures, equipment cleanliness, ingredient handling, and work area sanitation. The findings indicate that hygiene and sanitation have been implemented fairly well through standard operating procedures, personal hygiene practices, beverage hygiene, environmental cleaning, and bar equipment sanitation. However, several obstacles remain, including inconsistent employee compliance, time pressure during peak hours, high equipment usage, difficult-to-clean areas, and drainage problems. Management addresses these issues through supervision, regular training, daily briefings, clearer task distribution, general cleaning, drainage checks, and additional equipment. The study contributes practical recommendations for strengthening hygiene consistency and service quality in coastal bar operations.

Keywords: Bar Section; Beverage Hygiene; Coastal Tourism; Hygiene Sanitation; Service Quality.

1. Introduction

Bali is one of Indonesia's most prominent international tourism destinations and plays a strategic role in supporting the national tourism industry. Its natural attractions, cultural richness, and tourism facilities have made Bali a major destination for both domestic and international tourists. In the context of international tourism, destinations are required not only to provide attractive experiences, but also to ensure service quality and the safety of food and beverage products consumed by visitors (UNWTO, 2021). Therefore, the food and beverage sector has become an essential component in maintaining the image, competitiveness, and sustainability of Bali tourism. Bhupendra et al. (2025) emphasized that food safety culture and consistent hygiene practices in Bali's hospitality and restaurant industry are important in preventing foodborne diseases and maintaining tourists' trust in the destination.

Badung Regency, particularly the Batu Belig Beach area, is one of the rapidly growing tourism zones in Bali. This area is known for its coastal tourism atmosphere and is supported by various restaurants, bars, and beach house concepts that target both local and international visitors. The increasing tourism activities in Batu Belig have intensified competition among food and beverage businesses. This condition requires each business to provide high-quality services while ensuring the cleanliness and safety of food and beverages served to customers (WHO, 2022). In this context, hygiene and sanitation practices are not merely operational

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requirements, but also important factors that influence customer satisfaction, product quality, and business reputation.

Oyster Dealer Beach Haus is one of the food and beverage businesses operating in the Batu Belig Beach area, Kerobokan Kelod, North Kuta, Badung, Bali. This restaurant applies a beach house concept and serves seafood products, including oysters, as well as alcoholic and non-alcoholic beverages. Its semi-open operational area and proximity to the coastal environment create an attractive dining atmosphere, but also present challenges in maintaining cleanliness, equipment sanitation, and the quality of food and beverage ingredients. The bar section is a crucial part of the restaurant's operations because it is directly involved in preparing and serving beverages to guests. Activities in this area involve the use of special equipment, ice cubes, fresh fruit, garnishes, and other beverage ingredients that are vulnerable to contamination when not properly handled. Walker (2021) stated that the bar area is one of the food and beverage sections with a relatively high hygiene risk because it involves direct contact among staff, utensils, and beverage products consumed by guests.

The characteristics of a semi-open coastal environment may further increase sanitation risks in the bar section. High humidity, dust exposure, and open-air circulation can affect the cleanliness of work areas, tools, and beverage ingredients. Caggiano et al. (2025) found that ice cubes and beverage equipment can become carriers of microorganisms when cleaning, sanitation, and storage processes are not carried out according to hygiene standards. This situation indicates a potential gap between hygiene and sanitation standards that should be implemented and actual practices in the field, particularly in bar operations located near beach environments. Hygiene and sanitation, therefore, should be understood as systematic efforts to maintain the cleanliness of staff, equipment, ingredients, and the work environment in order to prevent foodborne illness and beverage contamination. WHO (2022) emphasized that proper hygiene and sanitation are integral parts of food safety systems, especially in high-risk areas such as bars.

Previous studies have used various methods to examine hygiene and sanitation practices in the hospitality and food and beverage sector. Krisnawan et al. (2024), in their study on the implementation of hygiene and sanitation standards in the Food and Beverage Department at Sacred Ground Restaurant Bali, applied a descriptive qualitative method through direct observation, interviews with employees, and documentation. This method was strong in providing a detailed description of actual practices in the workplace and identifying inconsistencies in employee behavior during busy operational hours. However, its limitation lies in its contextual nature, as the findings were focused on restaurant operations in general and did not specifically examine the unique risks of a bar section that handles raw seafood products such as oysters. Andini (2024) also found that the implementation of hygiene and sanitation in the pastry department of Sheraton Bali Kuta Resort Hotel influenced product quality and consumer perceptions of food safety, particularly through personal hygiene, equipment cleanliness, and operational environmental control.

Other related studies have also contributed to the understanding of hygiene and sanitation practices. Yunita & Murdani (2023) used an observational descriptive approach to examine food and beverage sanitation hygiene monitoring and food quality served by traders. The strength of this method lies in its ability to observe direct behavior and connect hygiene practices with the quality of products served to consumers. However, the study was conducted in a school food trader setting, which differs from the operational complexity of a restaurant bar in a coastal tourism area. Pariawan (2021) using a descriptive qualitative method through observation and interviews, examined hygiene and sanitation in the food and beverage department at W Bali Seminyak. The study showed that hygiene and sanitation had been implemented according to star-hotel standards, but weaknesses remained in the consistency of equipment sanitation and work area cleanliness. Hutagalung (2022) further showed that hygiene and sanitation awareness increased during the COVID-19 pandemic through handwashing, the use of protective equipment, and environmental sanitation. Nevertheless, the pandemic context differs from normal post-pandemic operations, where consistency may decline without strict monitoring.

International guidelines also provide an important basis for assessing hygiene and sanitation practices. WHO (2020) stated that proper hygiene practices are a key step in preventing foodborne diseases, including hand hygiene, equipment sanitation, and work environment control. Similarly, the Food and Agriculture Organization FAO (2026) emphasized the importance of good hygiene practices in beverage services, especially in bar

areas that involve intensive contact among employees, tools, and products. These guidelines provide strong normative references for hygiene and sanitation implementation. However, their application in specific operational settings still requires empirical assessment because each workplace has different environmental conditions, product characteristics, staff discipline, and customer flow.

Based on the previous studies and guidelines, the main research problem in this study lies in the need to examine how hygiene and sanitation are implemented by staff in the bar section of Oyster Dealer Beach Haus, what obstacles are encountered during implementation, and how these obstacles are handled in daily operations. Although standard operating procedures and hygiene guidelines are generally available, previous studies show that implementation in the field often faces problems related to employee consistency, awareness, supervision, work intensity, environmental conditions, and equipment sanitation. These problems become more relevant in the case of Oyster Dealer Beach Haus because the bar section operates in a semi-open beach environment and supports a restaurant that serves seafood, including oysters, which require strict hygiene control.

This study proposes a descriptive qualitative approach to obtain an empirical understanding of hygiene and sanitation implementation in the bar section of Oyster Dealer Beach Haus Batu Belig, Kerobokan Kelod, North Kuta, Badung, Bali. The approach is considered appropriate because it allows the researcher to describe actual practices, identify operational obstacles, and analyze the efforts made by staff and management to maintain hygiene consistency. The study focuses on personal hygiene, equipment sanitation, ingredient handling, work area cleanliness, and the implementation of standard operating procedures. Through observation, interviews, and documentation, this research is expected to provide a comprehensive picture of hygiene and sanitation practices in a specific bar operation within a coastal tourism setting.

The contributions of this study are threefold. First, it provides empirical findings on the implementation of hygiene and sanitation in a bar section that operates in a semi-open beach environment and supports seafood-based restaurant services. Second, it identifies practical obstacles faced by staff in maintaining hygiene and sanitation during daily operations, particularly in relation to work intensity, environmental exposure, and consistency of procedures. Third, it offers practical recommendations for Oyster Dealer Beach Haus in strengthening hygiene standards, improving staff discipline, and developing more effective standard operating procedures. The findings are also expected to contribute theoretically to tourism and hospitality studies, particularly in the field of food and beverage hygiene and sanitation, and to serve as a reference for students, academics, and practitioners concerned with food safety in coastal tourism businesses.

2. Literature Review

Tourism and Food and Beverage Amenities

Tourism is a temporary travel activity undertaken by individuals or groups outside their usual place of residence for recreation, business, or other non-permanent purposes. The United Nations World Tourism Organization UNWTO (2021) defines tourism as an activity that involves tourists, the tourism industry, government institutions, and host communities that interact with one another to create valuable tourism experiences. In a broader perspective, Fletcher et al. (2018) describe tourism as a system consisting of tourists, destinations, transportation, accommodation, and other supporting services that are interconnected and generate economic, social, and cultural impacts on destination areas. Thus, tourism can be understood as a multidimensional system that does not only involve tourist mobility, but also the quality of services and facilities that support tourist experiences.

The development of a tourism destination is closely related to the 4A concept, namely attraction, accessibility, amenity, and ancillary. These four components determine the success of a destination and influence tourists' interest in visiting a particular place (Pratiwi, 2023). Attraction refers to natural beauty, cultural uniqueness, recreational activities, culinary tourism, and artificial attractions that motivate tourists to visit a destination (Zuhriah et al., 2022). Accessibility refers to transportation facilities and infrastructure that enable tourists to reach tourist destinations safely and comfortably, such as roads, airports, ports, terminals, and public transportation systems (Nopriana et al., 2024; Pratiwi, 2023). Ancillary refers to institutional support from government agencies, tourism organizations, local communities,

travel agencies, and destination management institutions that facilitate tourism development (Zuhriah et al., 2022).

Among the 4A components, amenity is directly related to the availability of facilities that support tourist comfort during travel activities. Amenities include hotels, restaurants, cafés, bars, parking areas, public toilets, tourist information centers, and souvenir shops (Pratiwi, 2023). In this context, food and beverage facilities are not only basic supporting services, but also part of the tourism experience itself. Restaurants, cafés, and bars can strengthen the attractiveness of a destination through culinary experiences, service quality, and environmental comfort (Nopriana et al., 2024). Therefore, the quality of food and beverage services, including hygiene and sanitation practices, becomes an essential factor in maintaining tourist satisfaction and destination competitiveness.

Implementation in Operational Management

Implementation refers to the process of applying a concept, policy, or plan into real practice so that it can achieve predetermined goals. Rogers (2020) explains that implementation is the stage in which an idea or innovation is integrated into operational activities to produce effective and sustainable change. In the field of management, Handoko (2021) emphasizes that implementation is a managerial function that focuses on carrying out work plans through resource organization, direction, and operational control. These definitions indicate that implementation is not limited to the existence of rules or procedures, but also includes how those rules are consistently practiced in daily activities.

In the context of hospitality and food and beverage services, implementation is closely related to the ability of management and employees to translate hygiene and sanitation standards into operational routines. The existence of standard operating procedures does not automatically guarantee effective implementation if employees do not understand, accept, and consistently apply them. Therefore, the study of hygiene and sanitation implementation needs to examine not only written standards, but also staff behavior, work supervision, facility readiness, and obstacles encountered in daily operations. This perspective is relevant for analyzing hygiene and sanitation practices in a bar section, where service activities occur continuously and involve direct contact between staff, tools, ingredients, and products served to guests.

Bar Operations in the Hospitality Industry

A bar is one of the service facilities in the hospitality industry that provides alcoholic and non-alcoholic beverages to guests. Walker (2021) explains that a bar functions as a beverage service center and a social interaction space that contributes to customer experience. Similarly, Davis et al. (2012) state that bar management must be carried out professionally because it is directly related to product quality, consumer safety, and the image of a hospitality business. Based on these views, a bar can be understood as an operational unit that has strategic roles in service delivery, customer interaction, product quality, and business reputation.

Bars in the hospitality industry can be classified based on function, location, and service concept. Walker (2021) explains that bar classification helps management adjust operational systems, service standards, equipment use, and cleanliness requirements. A cocktail bar, for example, focuses on mixed drinks and requires bartender skills as well as specialized tools such as shakers, jiggers, and strainers. A lounge bar offers a relaxed atmosphere and usually operates for long periods, requiring continuous cleanliness control. A pool bar is located near a swimming pool and has higher contamination risks because it is exposed to open areas and water. A service bar supplies beverages for other outlets such as restaurants or banquet services, while a specialty bar focuses on specific types of beverages such as wine or whisky (Walker, 2021).

The classification of bars is important because each type has different operational risks. Ninemeier & Hayes (2020) argue that different types of bars influence the level of contamination risk, particularly bars located in open areas or bars with intensive direct interaction with guests. This view is relevant to bar sections located in coastal tourism areas because they are exposed to humidity, dust, air circulation, and high guest mobility. Therefore, the type and location of a bar should be considered when evaluating hygiene and sanitation practices. A bar located in a semi open beach environment requires stronger sanitation control than an indoor bar with a more controlled environment.

Hygiene in Food and Beverage Services

Hygiene refers to efforts to maintain the cleanliness of individuals, equipment, and the work environment to prevent disease and contamination. The World Health Organization WHO (2021) defines hygiene as cleanliness practices aimed at protecting and improving human health. In the food and beverage industry, hygiene is a crucial factor because it is directly related to the safety of products consumed by customers. Dollentas & Habla, (2021) state that proper hygiene practices can reduce the risk of microbiological contamination and increase consumer trust in service quality. Therefore, hygiene can be understood as a preventive measure that plays an important role in protecting health, product safety, and the image of food and beverage businesses.

Hygiene in hospitality services consists of several interrelated types. Personal hygiene includes individual cleanliness, such as handwashing, clean fingernails, neat hair, and the use of clean uniforms. This type of hygiene is particularly important in bar operations because bartenders and bar staff directly handle glasses, ice cubes, fruits, garnishes, and beverage ingredients. Environmental hygiene refers to the cleanliness of work surroundings, including floors, bar counters, storage racks, and equipment areas. A clean environment can reduce the risk of cross contamination and create a safer workplace. Food and beverage hygiene includes cleanliness in processing, storing, and serving food and beverages (Ninemeier & Hayes, 2020; WHO, 2021).

The handling and storage of beverage ingredients are also important components of hygiene. Beverage ingredients must be checked before use and stored according to applicable cleanliness standards. Walker (2021) states that a proper storage system can prevent ingredient contamination and extend product shelf life. Beverage ingredients should be stored in clean, closed areas and separated between raw materials and ready to serve products. This principle is particularly relevant for bar sections that use ice cubes, fresh fruit, herbs, garnishes, and other materials that are vulnerable to contamination. Thus, hygiene in bar operations should cover staff cleanliness, ingredient handling, storage systems, and the cleanliness of all tools used in beverage preparation.

Benefits and Objectives of Hygiene Practices

The main objective of hygiene in food and beverage services is to ensure product safety and protect consumer health. WHO (2021) explains that hygiene aims to prevent disease transmission through food and beverages, maintain product quality and safety, increase consumer trust and satisfaction, and protect business reputation. This means that hygiene has both health and managerial functions. In a competitive hospitality environment, cleanliness is not only a technical requirement but also an element of service quality that influences customer perception.

The benefits of hygiene practices are also broad. Consistent hygiene can prevent contamination by bacteria, viruses, and harmful microorganisms. It helps maintain the taste, aroma, and overall quality of beverages served to customers. Dollentas & Habla (2021) state that optimal hygiene practices can improve product quality and create a sense of safety for consumers. In bar operations, hygiene is especially important because beverage preparation involves direct interaction between employees, equipment, and beverage ingredients. Clean work practices can also improve employee comfort and productivity, reduce customer complaints, prevent operational losses, and support compliance with health standards and regulations.

In addition, hygiene contributes to business image and long-term sustainability. Customers tend to trust establishments that demonstrate high cleanliness standards. A clean bar area, hygienic staff appearance, and safe beverage preparation can strengthen customer confidence and satisfaction. This is especially important in tourism destinations where customer reviews and service impressions can influence business reputation. Therefore, hygiene should be treated as a continuous operational culture rather than a temporary procedure.

Sanitation in Hospitality Operations

Sanitation refers to efforts to control and manage environmental factors that may affect human health, particularly in food and beverage processing and service activities. WHO (2021) states that sanitation plays an important role in creating a clean and healthy environment that supports effective hygiene practices. In the hospitality industry, sanitation is not limited to visible cleanliness, but also includes planned cleaning, disinfection, waste control, and maintenance procedures. Sari & Susanti, (2023) explain that proper sanitation

can minimize the risk of cross contamination and improve the safety of products served to consumers.

Sanitation is closely related to hygiene, but the two concepts have different emphases. Hygiene focuses more on cleanliness practices involving individuals, products, and tools, while sanitation focuses on environmental control and systematic cleaning procedures. In food and beverage services, the two must be implemented together because personal cleanliness cannot fully prevent contamination if the work environment and equipment are not properly sanitized. Therefore, sanitation can be understood as a systematic effort to control the work environment in order to support health, product safety, and the overall implementation of hygiene.

Sanitation and Cleanliness Management in Bar Areas

Sanitation in a bar area includes all cleaning and maintenance activities related to workspaces, tools, equipment, and supporting facilities used in beverage service. A clean bar area can prevent contamination of ingredients and equipment used during beverage preparation. According to Sari & Susanti, (2023), bar sanitation must be carried out regularly and in accordance with standard operating procedures, including cleaning work surfaces, bar equipment, floors, and storage areas. Sanitation should also be conducted after operational hours to ensure that the bar area is ready for the next service period.

Cleanliness management in the bar environment is a planned and continuous process that involves all bar employees through clear task distribution. Walker (2021) explains that a clean bar environment not only improves product safety, but also creates a comfortable workplace and increases customer satisfaction. Effective cleanliness management also contributes to a positive business image and professional service performance. In practice, cleanliness management requires consistency, supervision, staff awareness, and adequate facilities. Without proper control, sanitation practices may become inconsistent, especially during peak operational hours.

For bar sections located in beach tourism areas, sanitation challenges may be more complex. Exposure to open air, humidity, dust, and high customer flow can increase the risk of contamination. This makes sanitation practices in beach bars different from those in indoor hotel bars or closed restaurant settings. Therefore, sanitation management in this study is not only viewed as a general cleaning activity, but also as an operational strategy to maintain beverage safety, service quality, and customer trust in a coastal hospitality business.

3. Research Method

This study employed a descriptive qualitative approach supported by limited quantitative data to examine the implementation of hygiene and sanitation in the bar section of Oyster Dealer Beach Haus Batu Belig, Kerobokan Kelod, North Kuta, Badung, Bali. The research was conducted from January to May 2026 at Oyster Dealer Beach Haus, located at Jl. Pantai Batu Belig No. 14, Kerobokan Kelod, North Kuta, Badung, Bali. The restaurant and bar operates under a beach house concept, serving fresh seafood as well as alcoholic and non-alcoholic beverages. It is owned by Andhika Biantara and managed by PT 3000 Group. The research object focused specifically on the bar section, which consists of several operational positions, including bar manager, bar captain, bartender, and trainee. Each position has different responsibilities related to beverage preparation, service operations, inventory control, equipment cleanliness, personal hygiene, and sanitation of the bar environment.

The data used in this study consisted of qualitative and quantitative data. Qualitative data included information on the profile of Oyster Dealer Beach Haus, the general description of the bar section, the organizational structure, staff duties, and findings from interviews and field observations regarding hygiene and sanitation practices. Quantitative data were used as supporting information, including the number of bar tools that met or did not meet hygiene and sanitation standards, the frequency of cleaning and sanitation activities, and the number of bar staff who implemented personal hygiene according to the applicable standard operating procedures. The data sources consisted of primary and secondary data. Primary data were obtained through direct observation of hygiene and sanitation practices in the bar section and interviews with the bar manager and bartender. Secondary data were obtained from company documents, including hygiene and sanitation standard operating procedures, organizational structure, job descriptions, and relevant scientific literature on hygiene and sanitation in the food and beverage industry.

Data were collected through observation, documentation, and interviews. Direct observation was conducted in the bar area to examine daily hygiene and sanitation practices, including equipment cleanliness, work area sanitation, use of personal protective equipment, and handling of beverage ingredients. The observation was guided by an observation sheet developed based on hygiene and sanitation indicators. Documentation was used to support primary data by recording relevant documents and photographs related to the restaurant, bar facilities, staff hygiene, equipment cleanliness, ingredient storage, work area sanitation, and other operational activities. Interviews were conducted with the bar manager and bartender using a semi-structured format. This technique allowed the researcher to use prepared questions while still giving respondents the opportunity to provide broader explanations regarding hygiene and sanitation implementation, obstacles encountered, and efforts made to maintain cleanliness standards in the bar section.

The research instruments consisted of an observation sheet, photo documentation, and an interview guide. The observation sheet was used to record field findings related to the cleanliness of the bar area, tools, beverage ingredients, and service procedures. Photo documentation was used to capture actual conditions related to personal hygiene, equipment sanitation, ingredient storage, and daily bar operations. The interview guide consisted of open-ended questions designed to explore the implementation of hygiene and sanitation, challenges faced by staff, and strategies used to overcome those challenges. Data were analyzed using descriptive qualitative analysis by collecting, organizing, interpreting, and describing the findings obtained from interviews, observations, and documentation. The results of the analysis were presented narratively to provide a clear and comprehensive explanation of hygiene and sanitation practices in the bar section of Oyster Dealer Beach Haus Batu Belig, Kerobokan Kelod, North Kuta, Badung, Bali.

4. Results and Discussion

Implementation of Hygiene and Sanitation Standard Operating Procedures in the Bar Section

The findings show that the bar section of Oyster Dealer Beach Haus Batu Belig, Kerobokan Kelod, North Kuta, Badung, Bali has implemented standard operating procedures related to hygiene and sanitation in beverage processing and service activities. Based on interviews with the Bar Manager and Bartender, the existing procedures include employee cleanliness, equipment sanitation, ingredient handling, and work environment cleanliness. These procedures function as operational guidelines for daily bar activities. Employees are required to wash their hands before and after work, maintain the cleanliness of the bar area, and use clean equipment when preparing beverages. Supervision is carried out by the Bar Captain to ensure that the procedures are implemented properly. However, the implementation has not always been optimal, especially during peak operational hours when the number of orders increases and staff tend to prioritize service speed.

This finding indicates that the existence of standard operating procedures is an important foundation for maintaining hygiene and sanitation, but written procedures alone are not sufficient if they are not consistently practiced in daily operations. Manning (2018) explains that food safety management systems can provide procedures, protocols, monitoring, and verification, but a gap may still occur between intended food safety practices and actual employee behavior. Similarly, Liggans & Kim, (2024) emphasize that food safety culture is an important factor influencing employee behavior in retail food establishments. Therefore, hygiene and sanitation implementation in the bar section requires not only written SOPs, but also supervision, employee discipline, adequate facilities, and a work culture that prioritizes food and beverage safety.

Personal Hygiene Practices in the Bar Section

The implementation of personal hygiene among bar employees was generally observed through aspects of body cleanliness, hair cleanliness, hand hygiene, foot hygiene, and uniform cleanliness. The findings indicate that employees generally maintain body cleanliness by bathing regularly before work. Male employees are required to keep their hair neat and not too long, and they are expected to use hair products and comb their hair properly before service. However, the observation found that some employees still had hair that appeared longer than the expected standard. This condition shows that personal appearance standards have been established, but compliance still requires stronger monitoring.

Hand hygiene is one of the most important aspects of personal hygiene in the bar section. Employees are required to wash their hands before entering the bar area and before preparing beverages. They are also expected to trim their nails regularly to reduce the risk of bacterial contamination and to use hand gloves during beverage preparation. Nevertheless, the observation found that some employees did not consistently use hand gloves during operations. This inconsistency may increase the risk of contamination because bartenders frequently handle ice, fresh fruit, garnishes, glasses, and beverage tools. Mohamed et al. (2024) found that actual hand hygiene behavior among food handlers may differ from expected procedures, as food handlers did not wash their hands on 32% of required occasions and only 1% of attempted hand hygiene behaviors fully complied with the observed protocol. This supports the finding that hand hygiene requires direct observation, routine reminders, and consistent supervision.

The discussion of personal hygiene shows that the main challenge is not the absence of rules, but the inconsistency of implementation. Aulia et al. (2024) found that many food handlers had sufficient food safety knowledge, but poor food handling practices were still common because training was not frequent and comprehensive. Avifah & Fitria, (2025) also showed that adequate handwashing facilities and proper work uniforms were important determinants of personal hygiene behavior among food handlers in fast-food restaurants. Therefore, personal hygiene in the bar section should be strengthened through daily briefings, repeated training, adequate facilities, and direct supervision so that hygiene practices become a consistent operational habit rather than a temporary obligation.

Beverage Hygiene and Sanitation Practices

The implementation of beverage hygiene and sanitation at Oyster Dealer Beach Haus includes ingredient cleanliness, ingredient storage, beverage processing, and beverage presentation. Based on interviews with the Bar Manager and field observations, beverage ingredients are checked before storage, particularly in terms of expiration dates and physical condition. This practice is important to ensure that only safe and suitable ingredients are used in beverage preparation. The bar also applies the *first in, first out* and *first expired, first out* systems to manage ingredient rotation. Before use, beverage ingredients are stored in designated storage areas to maintain cleanliness and quality.

In beverage processing, employees use clean ingredients and appropriate equipment to produce beverages according to the established standards. The use of proper beverage preparation methods also supports the consistency of product quality. However, the findings show that several beverages are mixed in advance so that employees can pour them directly into glasses when orders are received. This practice is useful for increasing service speed during busy hours, but it requires strict control over storage time, container cleanliness, temperature, and product safety. Without proper control, pre-mixed beverages may become more vulnerable to quality decline or contamination. Zanin et al. (2017) emphasized that food handler knowledge, attitude, and practice are important dimensions in food safety implementation, but knowledge does not always translate into safe practices without effective operational control.

In beverage presentation, employees taste the drinks before serving them by using a clean long bar spoon. This procedure helps ensure that the taste of the beverage meets the expected standard before it reaches the customer. However, the observation found that employees sometimes paid less attention to the appearance of garnishes or drink decorations during service. This finding indicates that hygiene and sanitation are not only related to safety, but also to presentation quality and customer perception. In a tourism-based restaurant and bar, beverage presentation contributes to customer satisfaction and the overall image of the business. Therefore, beverage hygiene must be integrated with product quality control, service consistency, and visual standards.

Environmental Hygiene and Sanitation in the Bar Area

Environmental hygiene and sanitation in the bar section are applied through routine cleaning of the floor, bar station, lighting area, storage room, beverage chiller, waste disposal area, and wastewater channel. The bar floor and bar mat are cleaned using floor brushes, floor squeegees, mops, and appropriate cleaning chemicals to remove dirt, germs, and bacteria. The bartender work area or bar station is cleaned every day during closing by scrubbing the surface with cloth and soapy water, rinsing it with clean water, and drying it with a dry cloth. These activities show that the bar has established daily cleaning routines to maintain the cleanliness of the work area.

The lighting in the bar section uses yellow light and illuminates almost every corner of the bar. Proper lighting supports employees in identifying dirt, spills, and unclean equipment during operations. The storage room for goods and ingredients is kept closed and cleaned every morning shift. Beverage chillers used to store soft drinks during operational hours are cleaned using a wet cloth and dried with a dry cloth, usually once every two days. The waste disposal system is also organized by using garbage bags or polybags in trash bins to facilitate waste removal. Waste is discarded when the bin is nearly full, and the trash bin is cleaned at the end of each shift. Wastewater from washing glasses and bar equipment flows into a small drainage channel covered with iron grating and bar mat.

These findings indicate that environmental sanitation has been implemented through daily and periodic cleaning activities. However, the semi-open bar environment and the high intensity of operations make sanitation control more challenging. Areas that are frequently used and exposed to beverage spills, fruit residue, and garnish waste require continuous cleaning. Palupi et al. (2024) found that poor hygiene practices among food handlers were associated with limited food safety training and inadequate practical understanding, which confirms the importance of repeated training and monitoring in food service settings. Therefore, environmental sanitation should not only be carried out at closing time, but also during operations to prevent the accumulation of dirt, residue, and unpleasant odors.

Hygiene and Sanitation of Bar Equipment

The findings show that bar equipment hygiene and sanitation are generally implemented according to operational standards. Based on interviews with the Bar Manager, bartenders use clean equipment according to its function. Equipment is washed after use to prevent residue buildup and to reduce the risk of contamination in beverages. During closing, bar equipment such as shakers, jiggers, long bar spoons, and pourers are soaked in hot water, rinsed, and dried before opening. This practice supports equipment cleanliness and helps maintain the safety of beverage preparation.

However, the high frequency of equipment use during peak hours creates a challenge for optimal sanitation. Tools such as shakers, jiggers, and blenders are used repeatedly within a short period, especially when the bar is crowded. As a result, the washing and sanitation process must be done quickly, which may reduce its effectiveness. This finding shows that equipment sanitation is strongly influenced by operational workload and tool availability. Caggiano et al. (2025) found that food ice quality in public and collective catering settings is affected by production, storage, and equipment-related hygiene conditions. This finding is relevant to bar operations because beverage preparation relies heavily on ice, storage containers, and frequently used equipment. Therefore, equipment sanitation requires not only employee discipline, but also adequate facilities, sufficient tool supply, regular cleaning schedules, and strict supervision during peak service periods.

Obstacles in the Implementation of Hygiene and Sanitation

The main obstacles in implementing hygiene and sanitation in the bar section are related to employee consistency, high operational intensity, limited time during peak hours, difficult-to-clean areas, drainage problems, and repeated use of equipment. In the implementation of standard operating procedures, the main problem is the lack of consistency among bar employees, especially when the restaurant is crowded. During busy periods, employees tend to focus more on service speed than on completing hygiene procedures in detail. This condition may reduce the effectiveness of sanitation practices and increase the possibility of procedural neglect.

In terms of personal hygiene, several employees still consider hygiene and sanitation to be simple matters, although in practice they are not always easy to apply consistently. The large number of orders makes the bar crowded and creates time pressure for employees to serve beverages quickly. This situation affects the use of hand gloves and other personal hygiene procedures. Putri & Susanna, (2021) found that food safety knowledge and attitudes do not always have a significant relationship with actual food handling practices, indicating that knowledge must be supported by regular training, supervision, and workplace discipline. This is consistent with the present findings, where employees may understand hygiene rules but do not always apply them during busy service conditions.

Environmental sanitation also faces several obstacles. Some parts of the bar wall are covered by speed racks and chillers, making them difficult to clean regularly. In addition, the drainage channel is sometimes blocked by garnish residue, which can cause unpleasant odors. Equipment sanitation faces similar challenges because tools such as shakers, jiggers, and

blenders are used repeatedly during operational hours. The need to clean equipment quickly may result in less optimal washing and sanitation. These findings show that the obstacles are not only caused by employee behavior, but also by work intensity, space arrangement, facility limitations, and operational flow.

Efforts to Overcome Hygiene and Sanitation Obstacles

Several efforts have been made by the management and bar employees to overcome obstacles in hygiene and sanitation implementation. To improve standard operating procedure compliance, the Bar Manager conducts regular training for bar employees regarding the importance of hygiene and sanitation procedures. Routine supervision is also carried out by the Bar Manager or Bar Captain to ensure that each employee follows the procedures properly. This effort is important because supervision can reduce procedural neglect, especially during busy operations.

To address personal hygiene issues, daily briefings are conducted before the shift begins. These briefings are used to remind employees about personal hygiene and sanitation standards that must be applied during work. In addition, training on personal hygiene and sanitation is held twice a week. This activity is expected to increase employee awareness and strengthen their discipline in maintaining cleanliness. For beverage hygiene and sanitation, management improves workflow arrangements and task distribution. Clear task allocation helps employees maintain hygiene standards while still ensuring that beverages are served efficiently and according to standard operating procedures.

For environmental sanitation, employees conduct general cleaning twice a week by moving chillers and speed racks that block the bar wall. This allows areas that are difficult to reach during daily cleaning to be cleaned more thoroughly. Employees also check drainage channels every day to prevent garnish residue from blocking the water flow. In terms of equipment sanitation, the management increases supervision over the washing and sanitation process, especially during peak operational hours. Additional equipment is also provided to reduce excessive repeated use of tools without proper cleaning. These efforts show that the management has taken practical steps to improve hygiene and sanitation implementation in the bar section.

Overall, the results show that hygiene and sanitation practices in the bar section of Oyster Dealer Beach Haus Batu Belig have been implemented through standard operating procedures, personal hygiene rules, beverage handling practices, environmental cleaning, and equipment sanitation. However, several obstacles remain, particularly related to consistency, workload, time pressure, difficult-to-clean areas, drainage maintenance, and equipment availability. The discussion indicates that hygiene and sanitation in a bar section require continuous supervision, employee awareness, adequate facilities, and a work culture that prioritizes cleanliness as part of service quality. Therefore, strengthening training, improving workflow, increasing monitoring, and providing sufficient equipment are necessary to ensure that hygiene and sanitation standards can be implemented consistently in daily operations.

6. Conclusions

Based on the results and discussion, the implementation of hygiene and sanitation in the bar section of Oyster Dealer Beach Haus Batu Belig, Kerobokan Kelod, North Kuta, Badung, Bali has been carried out fairly well. This implementation includes the application of standard operating procedures, personal hygiene, bar environmental cleanliness, beverage hygiene, and sanitation of work equipment. Standard operating procedures serve as important guidelines for bar employees in maintaining cleanliness and product safety during daily operations. However, several obstacles remain, including the lack of employee consistency in applying procedures, limited time during peak operational hours, and the high intensity of bar equipment use, which may reduce the effectiveness of washing and sanitation processes. To address these challenges, management has implemented regular supervision, employee training, clearer task distribution, and the provision of additional equipment. These efforts are expected to improve employee discipline and support the consistent implementation of hygiene and sanitation standards in the bar section.

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this study are available from the corresponding author upon reasonable request but are not publicly accessible due to privacy considerations and institutional restrictions related to the research location and interview participants. The authors declare that there are no conflicts of interest associated with this study. Furthermore, because no external funding was received, no funding bodies were involved in the study design, data collection, analysis, interpretation of findings, manuscript preparation, or the decision to publish the results.

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