Measures for Controlling Damages in the Food and Beverage Industry: A Case Study of Cifika Resort

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ABSTRACT

The research looked at ways to limit losses in the food and drinks sector. Cifika Resort was used as the main example. The study had clear goals: find the best method for keeping tools and machines in storage, note what people do when they handle such items, see whether staff skills and conduct affect damage control, and check how rules and company policies support damage reduction. The participants were trainees, instructors, and technicians working in the food and beverage unit. A sample of 30 people took part. They were chosen through stratified random sampling. Age and how long they had worked were used to sort respondents. Information was gathered with questionnaires. The answers were treated as numbers and then analysed in a quantitative way. Results were shown using tables, and pie charts. For equipment storage, 60% of respondents said the current practice was very good. The remaining 40% said it was excellent or good. This suggests that storage routines are already in place. When asked about whether there is a clear handling process for equipment, 80% said yes. The other 20% chose somehow. On staff professionalism in damage control, 40% gave an excellent rating and another 40% chose very good. Only 20% selected good. Overall, most respondents viewed professionalism as strong. Inconclusion, the study states that good storage of equipment, clear steps for handling items, staff professionalism, and active use of rules and policies work together to cut down damage. It also advises resorts to put money into better arranged storage racks, with separate shelving for glass tools and metallic equipment. This, it argues, can help reduce breakages and losses further.

Keywords: damage control, food and beverage industry, equipment storage, professionalism, quality control, hospitality management.

1. INTRODUCTION

Damage control matters in hospitality work. It can lower losses, keep costs down, and help food and beverage firms stay stable over time (OpenStax, 2024). The goal is to protect tools, food items, buildings, and even the business name. Risks can come from bad handling, weak storage, poor upkeep, contamination, and not enough oversight. In food and beverage settings, damage control is not one task. It is a set of steps. Staff need to store and maintain equipment the right way. Food quality checks and food safety checks should happen on a regular schedule. Workers also need training, plus steady supervision. The Codex General Principles of Food Hygiene calls for proper care and storage of equipment so contamination and spoilage do not occur (FAO/WHO, 2022). It also supports routine review of food work so hazards can be found early and fixes can be made (FAO, 2023). Training and on the job watching matter too. They help staff and new trainees handle food and equipment safely and in the correct manner (FAO, 2023; FDA, 1997). When these steps are followed together, the business can cut down on preventable losses. It can also keep food safer and of better quality, while making day to day work run more smoothly.

Put equipment away the right way. Many people in food and drink work say it is one of the best ways to prevent damage. A smart setup matters. Keep a clear path for stock to move. Use shelves that can hold the load and match how fragile each item is. Give enough room for delivery checks. When staff can receive goods,

inspect them, and store them without extra steps, there is less handling time and less chance of damage or contamination (Hospitality Institute, 2025). At the item level, treat fragile pieces with care. Move glassware, ceramics, and delicate tools away from heavy boxes. Add padded dividers where needed. Let items dry fully before you store them, so rust and mold do not start. Cover them when it makes sense. Also, train staff on one set of steps. They should follow the same method when moving, using, and returning every piece (Pro Restaurant Equipment, 2025). Some teams also make a plan for exceptions. This is for fragile goods like glass jars and boxed frozen items. The plan should list how to handle each type. The goal is simple. Fewer breaks and fewer scuffs when things are moved or shipped (Pro Restaurant Equipment, 2025). There is more at stake than breakage. If equipment is not kept up, it can cost the business in ways that go beyond repair bills. Sudden failures can stop service. They can also raise the odds of health-code issues. Guests may notice and remember it. When refrigeration and kitchen gear are maintained well, energy use can drop and breakdowns happen less often (Lodging, 2025).

Damage results depend on both the way teams follow procedures and how professional the staff act. Standard operating procedures, or SOPs, explain how routine work should be done. In hotel and food and beverage settings, SOPs can improve preventive quality checks, lower differences between workers, and make it easier for supervisors to watch daily work (Sinulingga et al., 2024). Still, SOPs only work when people use them well. Training that develops the right skills and supports good workplace behavior helps keep service steady and can lower the chance of mistakes during day-to-day operations (Ballesteros-Rodríguez & De Saá-Pérez, 2010; Jahan, 2024). On top of that, a clear loss-prevention plan matter. It should cover security steps, how inventory is tracked, and what staff are expected to do. When this is in place, it can push a more accountable and alert work culture. That, in turn, can reduce loss of assets, including harm to equipment and spoilage or damage to stock (Christensen Group, 2025).

Even with the known value of these steps, food and beverage teams still report a lot of staff and trainee leaving, broken items, and not enough space to store goods. At Cifika Resort in particular, there was also a sign that trainees had trouble using tools the right way. The main issue seemed to be that storage areas and shelves were not well arranged. Past work on how damage is reduced was mostly done in other places. That means there is not much solid, resort-focused evidence on how storage habits, how equipment is handled, staff conduct, and internal rules all work together to affect damage at Cifika Resort. This study was set up to fill that gap. The study aimed to spell out what measures are used to limit damage in the food and beverage sector, with a focus on Cifika Resort. It had four targets. First, it sought to learn the best way to store equipment. Second, it aimed to show what handling steps are used to reduce damage. Third, it looked at how professional conduct among staff helps cut down on damage. Fourth, it tried to see how rules and policies support damage control in the industry. The results are meant to help shape storage layout, guide staff training, and improve policy work at the resort and at similar sites. The work is also expected to support the researcher’s certification in catering and accommodation.

2. METHODS

This study adopted a quantitative research approach to examine measures for controlling damage in the food and beverage industry, using Cifika Resort as a case study. The target population comprised 30 individuals associated with the food and beverage unit, including trainees, technicians, instructors, the Head of Department, and other relevant staff. A total of 30 respondents participated in the study, representing the final sample size.

The study employed stratified random sampling, with respondents grouped according to relevant characteristics, including age and years of work experience, to capture variation within the target population. Respondents were then selected randomly from the identified strata. The study therefore used census from the population of 30 rather

Data were collected using a structured closed-ended questionnaire. Closed-ended questions generated quantifiable responses. The questionnaire was selected because it was relatively economical to administer and facilitated the systematic collection and comparison of responses.

Before data collection, the researcher obtained an introductory letter from the college and sought permission from the management of Cifika Resort. Completed questionnaires were checked for completeness and consistency before analysis. The quantitative data were analysed using descriptive statistics, including frequencies and percentages, and presented in tables, bar charts, and pie charts.

RESULTS AND DISCUSSION

Results are tied to the four aims of the study. Out of all people who took part, 60% were female and 40% were male. Most respondents were in the 36 to 45 age range. The researcher described this group as young and full of energy. When education is looked at, the biggest portion came from university level groups. Undergraduates and college graduates together made up 35% of the skilled staff. University graduates were 40%, while secondary level staff were 25%. For job experience, many had worked for a long time. Sixty percent reported 10 years or more. The other 40% had between six and nine years, so the group overall seems well experienced.

3.1 Best way of storing equipment

Current Storage

Rating	Percentage
Very Good	60%
Good or Excellent	40%
Total	**100%**

Figure 1:Current Storage

Clarity of Storage Method

Response	Percentage
Yes	60%
Somehow	20%
No	20%
Total	**100%**

Figure 2:Clarity of Storage Method

Most people did not complain about how things are kept. About 60% said the current storage is very good. The other 40% chose good or excellent. A different question asked if there is a clear storage method. Here, 60% said yes. The rest split between somehow and no, with 40% in those two groups. Taken together, these answers suggest that Cifika Resort already has an identifiable storage system that works well. This fits with what the studies say about keeping storage laid out in a clear way. It also matches the advice about not mixing glass items with metal items. Fragile gear should sit on padded shelving meant for that purpose.

3.2 Procedure for using and handling equipment

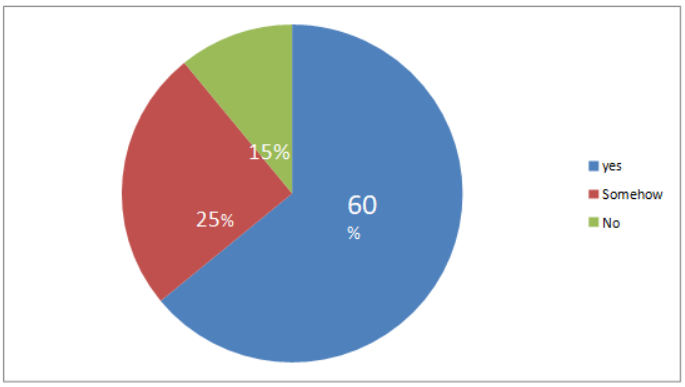

Figure 3:Clear way to use and handle the equipment

Most people said there is a clear way to use and handle the equipment. About 60% answered yes. The other 20% said it is only partly in place, or "somehow." Overall, this points to staff and trainees who understand the usual rules. Those rules include following standard recipes, keeping portion sizes consistent, and cleaning the tools. It also means putting each item back to its set storage spot after use. This matches the idea that written Standard Operating Procedures help with preventive quality control. They can also cut down on differences in how routine work gets done. Sinulingga and colleagues (2024) report the same point. The 20% "somehow" answers likely mean the training and follow up are not as strong for everyone. It does not clearly show that there is no procedure at all.

3.3 Level of professionalism

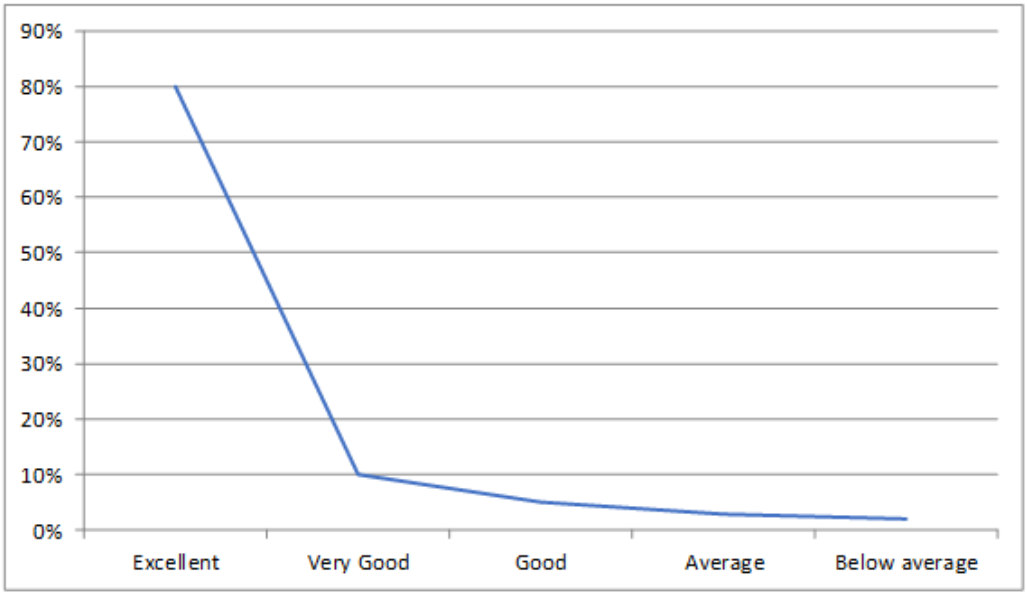

Figure 4:Level of Professionalism in Damage Control

Results show that most people judged damage control as very professional. The chart shows that 80% of the respondents picked "Excellent." That points to a clear belief that these situations are handled in a professional way. Another 10% chose "Very Good," and 5% chose "Good." A smaller group rated it in the middle or worse. Only 3% said "Average." Just 2% said "Below Average." In total, 90% gave either "Excellent" or "Very Good." Only 5% rated it at "Good" or lower, which is not a large share. Still, the group that chose average or worse may need extra focus to improve results. Here, professionalism means the skill and competence you would expect from someone who has been trained well. The pattern also matches what other studies report about training that has a clear structure and support from supervisors. In restaurant and hotel settings, that kind of approach is linked to better service and safer handling (Ballesteros-Rodríguez & De Saá-Pérez, 2010; Jahan, 2024). Because of this, it makes sense to keep training students and staff in a planned way. They should learn the right way to handle the different types of equipment.

3.4 Rules and policies

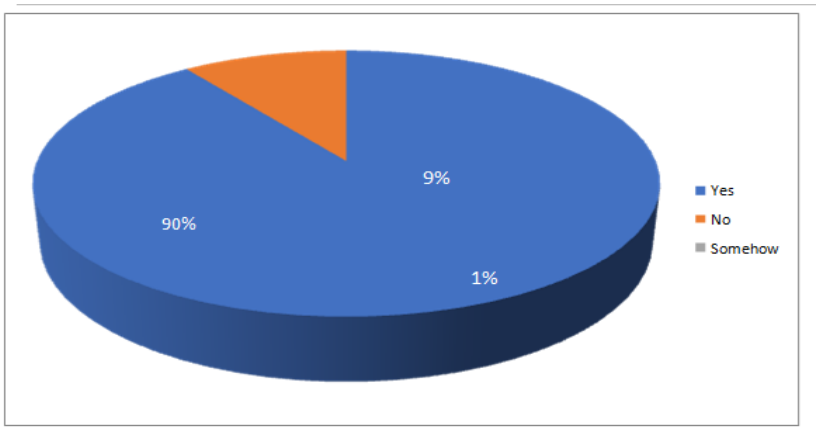

Figure 5:Rules and policies

People were asked if there are rules or policies to limit damage. Sixty percent said yes. Forty percent said "somehow." This split suggests that basic controls are already there. Examples include keeping work spaces neat, using the right tools for each job, and labelling plus storing chemicals correctly. Even so, not everyone feels fully covered. That means awareness and follow up could be stronger, so fewer staff see compliance as only partly done. A written loss prevention policy can help. It should spell out duties for staff and include inventory control. Regular checks should also be carried out. When this is done, it tends to push clearer ownership and more consistent alertness. Christensen Group (2025) reports this effect. Overall, the four groups of results point in the same direction. Storage methods, handling steps, staff professionalism, and internal rules all support damage control at Cifika Resort. Among them, handling procedure and professionalism received the most support from respondents. Rules and policies showed the most need for improvement.

4. CONCLUSION

This study aims to find ways to limit damage in the food and beverage sector. Cifika Resort is used as the main example. The results suggest that several factors are already working well at the resort. These include an adequate storage setup, a handling process that employees can follow without confusion, trained and capable staff, and rules that are actually applied. The wider hospitality research also points in the same direction. Studies link storage layout, clear SOPs, staff preparation, and firm loss control plans with lower loss during daily operations (Hospitality Institute, 2025; Sinulingga et al., 2024; Jahan, 2024; Christensen Group, 2025). The weakest points show up in two places. First, there is not enough storage space at times. Second, some rules are not followed fully. Improving these two areas first could reduce damage even more. Since the needed changes are not expected to be very expensive, this path looks practical for the resort.

5. RECOMMENDATIONS

Arising from the findings, the study makes the following recommendations:

1. Buy well set up shelving that is made for storage. Keep glass items apart from metal tools. Put fragile goods on padded shelves. Keep these shelves away from where people walk and move heavy items. This should cut breakage and prevent losses.

2. Write down the current way of handling items as a clear Standard Operating Procedures. Review it often with short refresher sessions. Do spot checks to see if staff are following it. This targets the group of staff who follow the process only "somehow", so more people reach full compliance.

3. Keep training going for trainees and staff. Cover safe handling and expected professional behaviour. Use the same plan each time and reinforce it. When training is funded well and repeated, it links to better service and better handling results

4. Pull the existing rules for damage control into one simple policy. Make it easy to find and read. Share it at onboarding for all staff and trainees. Check how well it is being followed with regular audits. This helps close the gap between those who said the rules are clear and those who said they know only part of them.

5. Set up a routine preventive maintenance plan for kitchen and storage equipment. Equipment breakdown can lead to more than broken items. It can also create cost, rule issues, and harm to the business image.

Future research could extend this study to other resorts and hotel units to establish whether the same pattern of findings holds across the wider hospitality industry, and could examine the direct cost implications of improved damage-control practice

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