

IMPLEMENTATION OF HACCP SYSTEM IN HOTELS IN THE AREA OF SPLIT-DALMATIA COUNTY

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Abstract

Food safety legislation prescribes the mandatory establishment of a self-control system based on HACCP principles for all food business operators. The aim of this paper is to analyze the application of the HACCP system in hotel facilities in the area of Split-Dalmatia County.

Cross-sectional study was conducted in five hotels on the Makarska Riviera. The survey conducted data on employees' attitudes about the implementation of the HACCP system, and a retrospective analysis compiled data on compliance of food safety management system with HACCP principles and legal regulations. Statistical methods for data analysis (mean arithmetical value, Spearman's correlation coefficient) were carried out using the Excel.

The results of the research showed that 81% of respondents were satisfied with the implementation of the HACCP plan, while 18% of respondents felt that the condition was acceptable and only 1% of respondents were not satisfied with the implementation of HACCP. The HACCP system auditing in the hotels examined established the conformity of the HACCP study with the prescribed criteria and it was established that it is based on seven principles of the HACCP system. Examined hotels averaged 97.6% of the requirements according to HACCP requirements. Food hygiene and microbiological purity analysis in hotel facilities showed that 3.3% of samples deviated from the regulations in force. Employees' satisfaction and the commitment of the HACCP team to improve and develop the systems in the surveyed hotels is at a high level.

According to the specifics of Croatian gastronomy, which has made this country recognizable in the tourist market, the importance of the HACCP system was recognized in hotel facilities, where the gastronomic offer is one of the foundations of the tourist offer. The application of the HACCP system and the provision of safe food greatly contributes to the quality of the hotel business and to the satisfaction of the service users.

Key words: Hotel, HACCP system, Food safety.