RESEARCH ARTICLE

HYGIENE AND SANITATION PRACTICES ON CUSTOMER SATISFACTION IN ETHNICAL RESTAURANTS FOUND IN NAIROBI COUNTY

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A Research Project Submitted in Partial Fulfillment of the Requirements for the Award of Masters in Hospitality Management of Mount Kenya University.

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Manuscript Info

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Abstract

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Hygiene is no new concept to humanity, more so where the hotel industry is involved. The world is becoming a busy globe and meals that were once shared at home are now being provided more and more in eating establishments. People in this case have to trust third parties to handle the preparation of their food and the question about how that food is handled is brought up. This is the same question posed as far as hotel establishments are concerned in Kenya. Can one really trust the people handling their food in hotel? What role does hygiene and sanitation, especially of the food play in convincing individuals to eat in a particular hotel establishment. To be able to answer this question, the study embarked on a study that sampled prominent ethical restaurant within Nairobi City County and interacted with 120 sampled respondents through stratification. The respondents participated in the study by answering a series of questions outlined in a structured questionnaire. The respondents were drawn from various ranks in the establishment ranging from the managers and owners of the restaurants. Data collected was analyzed by use of descriptive statistics with the aid of statistical packages for social sciences and presented in the form of tables, charts and graphs. The study findings showed that restaurants had clear policies for health and safety, though compliance was found to be a challenge leading to unhygienic handling of food and customer dissatisfaction. Structurally, health measures were ineffective in some restaurants, leading to customer discomfort and low frequency of visits. Customers expect a restaurant with good health on first instinct and determined preference. The study however established that the management responded to customer complaints and implemented hygiene changes. As such, it can be concluded that health measures, customer expectations and perceptions had an effect on customer satisfaction and the performance of the restaurants. The study recommends regular capacity building of staff on health and sanitation policies and standards. Also recommended were regular reviews of the restaurant buildings to ensure conducive environment for dining should be undertaken. Training of staff on food handling as well as effective supervision would enhance customer experience at the restaurants. The study recommends further studies in evaluate the effect of staff skills

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on customer satisfaction in restaurants and assessment of the effect of ethnic cuisines on the performance of restaurants.

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Introduction:-
Background information
Tidiness, so the articulation goes, is beside Godliness, and keeping in mind that no profession would hoist the requirement for a clean diner to the domain of spiritual illumination, many are enthusiastic about clean eateries for all clients. Restaurants tidiness has been seen by analysts to be one of key factors in clients' cafeteria quality assessments (Liu, 2009). Researchers showed that clients would choose diners that fulfill their standards for esteem and quality; restaurateurs who disregard this will see client traffic decrease as visitors support contra for cafeterias (Séraphin and Maximiliano, 2017).

A few people search for a spot where they can locate the best quality nourishment and amenities suited to their tasty taste and fulfillment to their ever-anticipated wants and needs. In accordance with these considerations, food handlers and restaurant operators began to make designs and executing the plan to give the best services and products to clients that would not compromise the operational proficiency of the business prompting consumer satisfactory.

The World Health Organization (WHO) characterizes safety of food as the measures and conditions that are essential amid creation, handling, stockpiling, conveyance and preparation of nourishment to guarantee that it is fit, sound, health and protected for human utilization (Lelieveld, 2016). Food wellbeing remains a vital issue among experts in the foodservice along with the food users (Griffith, 2000). This is essentially because of eruption of foodborne sicknesses bringing about considerable expenses to people and the economy of the nation. The term nourishment safety is progressively being utilized instead of food cleanliness, and this incorporates an entire scope of issues that must be tended to for guaranteeing the security of ready foods. Food cleanliness, consequently, puts much accentuation on tidiness while nourishment security requires considerably more than a tidy premise(Sprenger, 2007).

The scarcity investigations and scrutiny on nourishment security among scholastics, in sustenance science, has prompted health authoritative personnel's taking the assessment of hygienic practices and food safety of sustenance foundations (De Boeck et al., 2017). Because of serious antagonism in the refreshment and food industry, diners and restaurantsought to give effective and efficient amenities to their clients to hold and procure consistent brand support and larger amounts of consumer loyalty and satisfaction.

Hygiene and sanitation in restaurants
Great sanitation practices in restaurants, cafeterias and diners are fundamental not exclusively to diminish cross-tainting and direct of foodstuff but in addition to build the confidence and effectiveness of staff and to fulfill the clients from a stylish perspective (Perez et.al, 2017). Nourishment handlers need appropriate cleanliness practices, for example, tidiness of work garments and hands and right techniques for dealing with utensils and food. They should not smoke cigarettes while serving or getting ready nourishment (Benjamin and Stanton, 2004) or work in any zone of a sustenance service foundation while contaminated with any contagious sickness (DHS, 2008). For instance, ill-advised nourishment dealing with practices added to roughly 97% of foodborne diseases in homes and sustenance administration foundations in the United States of America (Marlow et al., 2017).

Sanitizing and cleaning of equipment is a crucialpart in the nourishment wellbeing program since food comes into contact with utensils and equipment. To keep away from tainting, utensils and equipment ought to be legitimately disinfected and cleaned (Greasly, 2013). Additionally, in the operation of food service, individual sanitation of workers is basic. It incorporates decent grooming and good health accomplished by the employees.Workers are the front-liners who have the immediate contact with the visitors hence, the board must guarantee that their representatives are following sterile courses by ensuring total uniform with security tops or cap and cook's garment in kitchen staff that is favorable way of depicting clean culture.

Customer satisfaction

Boshoff and Gray (2004) describe satisfaction as a post decision evaluative judgment of a particular purchase event. They say that the level of gratification is dogged by the quality of the service or product and on top the post sales contact extended. A distinction between loyalty and satisfaction is necessary at this stage, as satisfaction may not necessarily yield loyalty. East et al. (2000) define loyalty at a cognitive construct or attitude that holds positive propensity towards a brand or store. Loyalty is what creates a justification that restaurant sanitation and hygiene attracts new customers and keeps the existing ones coming over and over. On the other hand, (Berndt & Gikonyo,2015) defined customer satisfaction as the outcome of individual correlation of perceived large advantages and cost hairy by client for getting it.

Meeting customer needs at the attribute level through provision of a clean environment will enhance cumulative customer satisfaction which will in turn enhance loyalty and by implication, profitability (Anderson and Mittal, 2000). Restaurants maintain customers based on food and service quality. It is this relationship that forms the subject of this study as the researcher examined the effect of hygiene and sanitation on creating cumulative customer satisfaction that in turn builds customer loyalty to the specific hotels and restaurants.

Problem Statement

Food Safety Development (FSD) endeavors to diminish the genuine negative effect of nourishment borne maladies around the world (Ali, 2015). Sustenance and waterborne diarrhea maladies are driving reasons for sickness and passing in less created nations, in charge of influencing 1.8 million individuals every year (Shinando, et al. 2010). A comparative report led by Lusaka City Council (2010) uncovered that poor cleanliness rehearses in nourishment foundations, inappropriate cleaning and negative behavior patterns, for example, smoking and jabbing of the nose, wearing adornments and absence of defensive rigging were potential wellbeing risks (Shinando, et al. 2010). Ongoing patterns in worldwide nourishment generation, handling, circulation and arrangement are making an expanding interest for sustenance security inquire about so as to guarantee a more secure worldwide nourishment supply. To enhance sustenance security and reinforce consumer confidence, concerns over safety and quality for governments, food producers, industrial traders and consumer are increasing.

All organizations must discover approaches to draw in new clients and, in the meantime, win the devotion of their present clients. Fulfilling clients is the most key factor for keeping up and growing a business. So as to fulfill its clients, a foundation must give items and administrations of reliably great quality to them. Be that as it may, services have novel attributes contrasted with items so overseeing administration quality is viewed as more perplexing than item quality administration super vision.

The significant role of food safety in the economic and health advancement of the country, in upgrading the travel industry, international and local exchange is recognized (FAO/WHO, 2001). While nourishment wellbeing frameworks dependent on HACCP standards have been effectively connected in sustenance administration activities and have been generally acknowledged by government organizations, exchange affiliations and the sustenance business around the globe, little is known about the cleanliness practices of urban eateries in Nairobi County, with most of the research being conducted in this field focusing on the big and high rated hotels and restaurants.

Studies on food safety have tended to concentrate on controls and measures required to create and authorize the nourishment security directions, training and specialized complexity to be connected by sustenance processors for HACCP to be handled (Felix, 2018).

The variety of food, preparation and handling methods in ethnic restaurants presents an expansive outline of the relationship between hygiene/sanitation and customer satisfaction that can aid in health management in hospitality industry as a whole. Notably in Kenya, limited effort in terms of research has been made in studying the different categories and classes of restaurants within Nairobi County. This is evident in the limited and inconclusive information obtained from the literature reviewed. Hence, the study aims to fill the knowledge breach by probing theeffects of hygiene and sanitation on customer satisfaction in ethnic restaurants in Nairobi Region.

Research Objectives:-

The overall aim of theproject was to establishthe effects of hygiene and sanitation on customer satisfaction in ethnic restaurants in Nairobi County.

Definite objectives
1. To establish the standards employed in hygiene and sanitation in ethnic restaurants in Nairobi County.
2. To access customer expectations on hygiene and sanitation practices in ethnic restaurants in Nairobi County.
3. To establish the effects of hygiene and sanitation practices on customer satisfaction.

Research Questions
1. What are the standards employed in hygiene and sanitation in ethnic restaurants in Nairobi County?
2. What are the customer expectations on hygiene and sanitation practices in ethnic restaurants in Nairobi County?
3. How does hygiene and sanitation practices affect customer satisfaction in restaurants in Nairobi County?

Study justification and significance
This study was backed by an academic justification, time justification and policy justification. It was clearly evident that there exist limited and inconclusive studies touching on the effects of hygiene and sanitation on customer satisfaction. The limited studies that have been done focused on areas out of Nairobi County while those that have been carried out in Nairobi County focused on the large and high-end restaurants and hotels, leaving out other hotels which might be experiencing cases of poor hygiene and sanitation. This therefore justified the need for this study, which explored matters hygiene and sanitation within all restaurants ethnic in Nairobi County, with a focus on how hygiene and sanitation affects customer satisfaction.

The policy justification for this study goes hand in hand with the time justification. In the recent past, cases of cholera arising from food establishments within Nairobi County have been observed, with several deaths being recorded while many being hospitalized. Could these cases of spread of such diseases be attributed to hygiene and sanitation aspects in these restaurants? This study was necessitated by the fact that such cases of diseases being observed in restaurants have an effect on consumers who make use of products and services offered by the restaurants.

Despite the fact that policies and regulations have been drafted and put in place, with implementers and monitors being in place, hygiene and sanitation in restaurants was not up to standards and motivated loss of customer confidence in these restaurants. Therefore, this study provided insights in to the hygiene and sanitation practices being used by restaurants and evaluate how the resultant sanitation situation affects customer satisfaction. This was coupled by deriving of policy recommendations with regard to existing and new policies on hygiene and sanitation in restaurants.

The management ofrestaurants would find the info on the analysis of sanitation and hygiene habits such as food preparation, production and service useful in identifying the critical stages of contamination that require systematic control.

The findings would enable the management of these restaurants to seal any loopholes related to hygienic storage, preparationand serving of food in the restaurants. This would also include recommendations on new technology and strategies that have been advanced to support the whole process of hygiene and sanitation in restaurants.Additionally, the management and owners of restaurants would find the results of this study important in informing their decisions on customer satisfaction and customer retention through maintenance of proper hygiene and sanitation in their establishments.

Health regulatory authorities drawn from the national and local government would have access to the findings and recommendations arising from this study in order to establish new policies and strengthen the existing policies for purposes of implementation of positive hygiene and sanitation practices such as HACCP system of quality control. In particular, the feasibility of a HACCP system may be an indication of the possibility of enforcing laws relating toits being mandatory requirement for all restaurants. The public health offices would also find the results useful in conducting training on hygiene and sanitation within food establishments in Nairobi County not only to stop or reduce cases of foodborne diseases but to also ensure safety and health of customers and employees.

Study limitations
It was anticipated that during the process of data collection, most of the restaurant owners or managers would be hesitant to allow their restaurants and staff to be enjoined in the study for various reasons such as fear of losing customers, stigmatization on the basis of their hygiene and sanitation practices and being exposed to the authorities

among others. To address this challenge, the study assured the management of confidentiality and anonymity, while assuring them that the information was applied for tenacities of this hypothetical research only.

It was also anticipated that the restaurant employees might be hesitant in providing information out of fear of losing their jobs in the restaurants, losing customers or being exposed to authorities in cases where they feel that hygiene and sanitation practices in their restaurants were not as per the regulations. To address this challenge, the researcher assured the respondents of anonymity and confidentiality of the information they provide, while at the same time, requesting their employers not to victimize any of the employees in regard to their participation in the study.

Operational definition of key terms
Eatery/ restaurant:
A foundation or establishment which serves and prepares sustenance and drink to clients in return of cash either paid before or after. It must be enlisted under class C of Food Medications and Chemical Substances Act, Cap 254, of laws of Kenya.

Fulfillment/ Satisfaction:
The hope affirmation structure, which is an element of how much desires coordinate, surpass, or miss the mark regarding item or administration execution.

HACCP:
Hazard Analyses Critical Control Point, a framework way to deal with the distinguishing proof, assessment and control of nourishment wellbeing perils.

Nourishment Safety:
The logical control portraying dealing with, readiness and capacity of sustenance in manners that avoid foodborne sicknesses.

Pollution/Contamination:
The nearness in the sustenance of hurtful synthetic substances and microorganisms which can cause shopper sickness.

Sustenance Hygiene:
All conditions and measures important to guarantee the wellbeing of the food foundation.

Chapter Two
Literature Review:-
Introduction:-
This part examines an audit of writing identified with this investigation.This chapter outlines a theoretical review, empirical review, conceptual framework, research gaps and a summary of the review.

Theoretical review
The scrutiny was informed by the cultural intelligence theory as proposed by Brooks Peterson in 2004.

Cultural Intelligence Theory
Brooks Peterson (2004) presents the Theory of Cultural Intelligence through scales that recognize the probability of creating correspondence and organizations with those of varying societies. The properties of culture, as introduced, incorporate equity/chain of importance, immediate and circuitous correspondence, people/gathering, assignment/relationship, and hazard/alert. In this hypothesis of Five Basic Cultural Scales (FBCS), the creator presents culture as indispensable in the manner in which people trust they are acknowledged or not. Those of a subordinate culture act on a scale as per the introduction of the prevailing society. This hypothesis proposes that connection relies upon whether people of the subordinate culture see that they are equivalent to the overwhelming society, viably speaking with the predominant culture, saw as an individual or a portrayal of their social gathering by the prevailing society, given significant assignments by the prevailing society, and dependent on the scale result of the referenced properties, willing to chance acknowledgment by the overwhelming society.

The Korean customer has been accounted for to demonstrate an undeniably extreme interest for data about the wellbeing of the sustenance devoured, access to instructive materials, and strategies that can be polished to enhance safe nourishment dealing with; nonetheless, regardless of the Support of Diet Education Act (2009) that was gone for enhancing training and effort to purchaser alongside the Special Act on the Safety Management of Children's Dietary Life ordered that equivalent year, little change has brought about the sustenance taking care of techniques. The perilous nourishment dealing with has hence been credited to culture, propensity, desire for sustenance readiness and the security of legacy that supersedes suggested techniques (Kang et al., 2015). Liu and Kwon (2013) report comparable outcomes in their investigation of Chinese qualities, frames of mind, and practices toward sustenance security preparing. They revealed that absence of cash, work/vitality, and saw need were all reasons acted like boundaries to cleanliness and sanitation in nourishment foundations, regardless of the realized need to enhance these practices.

There is sure infringement that ethnic eateries are known for submitting poor individual cleanliness, absence of temperature control in warming, cooling, and re-warming and polluted gear are perils all around recorded in the writing. It is likewise rehashed announced that numerous sustenance taking care of practices that put nourishment in danger are those that begin in the home (Yoo, 2015 Kang, 2015; Liu and Kwon, 2013). Kang et al (2015) announced that in the Korean culture, safe sustenance taking care of in the house isn't viewed as a dangerous situation for nourishment security. Kang's investigation further detailed that this present culture's sustenance planning procedure require more nourishment taking care of than it is done most different societies. Culture is regularly neglected as a fundamental factor in the manner in which workers carry on, in spite of hierarchical and social desires.

The distinctions presented by culture mix frequently get overlooked when the ethnic administrator is required to receive and quickly perform sustenance wellbeing consistence expected of state organizations implementing code. For eateries to be effective in grasping a sustenance wellbeing society, it must be more than offering composed and verbal suitable preparing and sufficient instruments; it is about initiative and a pledge to actualizing cleanliness and sanitation from inside (Medeiros et al.2012).

Empirical review
Measures employed in hygiene and sanitation practices in restaurants

Powerful cleanliness control is indispensable to stay away from the antagonistic impact economic outcomes, human health of foodborne sickness, foodborne damage, and food waste (FAO/WHO, 2005). Most individuals take keen precautions when consuming and purchasing food to avoid getting sick (Papargyropoulou. 2014). People are continually endeavoring to keep themselves from getting sicknesses and for this reason they take safety measures. On the off chance that an individual is in charge of his or her sound nourishment, this for sure is sustenance wellbeing execution (Mohaydin, et al., 2017). Each execution begins from oneself, from home, from human's objectives, so with regards to sustenance wellbeing, human dependably do want to get healthy nourishment.In developing states, it has been recommended that absence of aptitudes and information on the Good Manufacturing Practices (GMPs) have added to poor clean practices in nourishment services foundations.

Canadian Centre for Occupational Health and Safety, (2016) reports that in Canada, health and safety in food industry is founded on entrenched guidelines. With expected strict adherence by all food handling establishments. Reporting staff should first exercise hygiene before starting duty. This includes ensuring cleanliness of the body clothes and all apparatus to be used. Further, they should have their fingernails cut short and well washed with soap. In case of bruises, all cuts must be well dressed, covered with water-proof dressing because diseases can be easily transmitted through them if unchecked. In serving food, the face should be kept away from the food and in case of sneezing, the mouth and nose should be covered, and use a clean handkerchief or tissue paper. Staff with flu and related illnesses should be forbidden from serving customers. It is therefore the imperative of management in the restaurants to ensure that these guidelines are adhered to each and every day.

Kisembi (2010) contends that numerousfoodstuff handlers detailed that they constantly washed their hands before commencing work, while moving between work with unready and prepared nourishments, and subsequent after visiting the lavatory; just 10.5% disclosed never washing their hands. As to way that the foodstuff handlers washed their hands, 22.1% revealed washing their hands with only water and 76.5% detailed washing their hands with soap and water. This negates what was seen amid the field work, where cleaning materials were not accessible or available near the hand-washing sinks of the kitchens (14.2% of eateries) and toilets (37.3%).

Cardinale et al. (2005) posit that nourishment sullying in diners and restaurants results from the expansion of microorganisms at risky temperatures, handling of food by contaminated people who practice unsanitary propensities and direct contact to microscopic organisms that cause the ailment.Inappropriate use of apparatuses and inadequate thoughtfulness regarding materials and food increment the odds of quick development of foodborne ailment. In that capacity, it is imperative to actualize compelling framework, assessment of results and teaching the employees to rehearse safe food management.

According to WHO (2005), new challenges in the Kenyan food industry have prompted public health specialists to consider embracing a put together nourishment security framework (HACCP) with respect to a more extensive premise, on account of the expanding number of new sustenance pathogens. HACCP, a framework for guaranteeing sustenance security, was created in 1971 out of an agreeable exertion by the United States Army Natick Laboratories, the National Aeronautics and Space Administration and the Pillsbury Company (Galstyan et.al, 2015). HACCP centers around distinguishing and keeping perils from debasing nourishment, depends on sound science, allows increasingly proficient and compelling government oversight, places duty on the sustenance maker or merchant, enables sustenance foundations to contend all the more viably on the planet showcase and diminishes obstructions to global exchange (Galstyan et.al, 2015).

Requirements software engineers like great assembling rehearses (GMPs) are basic establishments for the improvement and usage of effective HACCP designs. Sustenance wellbeing frameworks dependent on the HACCP frameworks have been effectively connected in nourishment handling plants, retail nourishment stores and nourishment administration tasks. It ought to be underlined that HACCP is a preventive methodology, and not responsive (WHO, 2002). HACCP has been supported by the National Academy of Sciences, the Codex Alimentarius Commission which is a worldwide nourishment standard setting association, and the National Advisory Committee on microbiological criteria for sustenance (Biradaret.al, 2017). It is the best framework accessible for planning projects to help sustenance firms in delivering nourishments that are sheltered to expend (Kirezieva et.al. 2015).

The greatest favorable position of HACCP over alternate frameworks is that it pre-empts every one of the exercises in the sustenance procedure in this way diminishing dangers in nourishment conceived infections. It is named better than all the customary nourishment microbiological quality control systems in the market since it just tends to noteworthy sustenance wellbeing perils. Nairobi Airport Services, which serves universal carriers on the ground and noticeable all around in Kenya, works a HACCP framework (Personal Observation, 2008).

The framework utilizes a few standards to meet the expressed objectives. These standards incorporate peril examination, CCP distinguishing proof, setting up basic cutoff points, checking strategies, restorative activities, confirmation methodology and record keeping and documentation. Evaluations of the present estimation of 20 years of HACCP-program benefits announced range from $1.9 to $171.8 billion out of 1995 dollars. These are costs sparing advantages (McSweeney, 2017). The HACCP framework must be created by every sustenance foundation and custom fitted to its individual item, preparing and dispersion conditions (WHO, 2005). The Codex Alimentarius Commission (1995a, b) and its backup bodies have talked about the requirement for a code of cleanliness rehearses for road sustenance and eateries.

Nourishment quality control is the science, which manages the fundamental models of sustenance security upkeep to be acknowledged by humankind (FAO/WHO, 2002). In Kenya, there is Food, Drugs and Chemical Substances Act CAP 254 of 1992 and Public Health Act CAP 242 of 1986 of the Laws of Kenya which manages open insurance on nourishment security and sanitation (Gok, 2005). ISO 9000 is case of measures exemplified in the entire idea of nourishment security. Sustenance wellbeing is presently a normal for nourishment quality. In Germany, a quality framework (QS) has been propelled for meat items, this is propelled just for sustenance wellbeing of meat from birth to eating of that meat creature (FAO/WHO, 2002). The use of HACCP is perfect with the execution of value the board frameworks, for example, the ISO 9000 arrangement, and the arrangement of decision in the administration of nourishment security inside such frameworks. The ISO 9000 arrangement respects the chance to team up in investigations of eateries sustenance and in the advancement of techniques and plans of activity to enhance urban hotels.

The first CCP of an item is at the accepting region where those capable must inspect the state of everything as it is emptied, from known and affirmed providers who ought to have utilitarian temperature pointers which ought to be

checked to screen misuse (Firestone, 1992). Nourishment fricasseed in severely mishandled oils may retain the corrupted fat, causing gastrointestinal trouble. Grievances of this nature and concentrates on oil quality prompted the advancement of directions overseeing eateries broiling oils in created nations.

The significance of nourishment advances in the aversion of sicknesses and wellbeing stays unrecognized in general wellbeing foundations and they are believed to be reasons for foodborne maladies (WHO, 2005). The job of nourishment advances in the life and soundness of individuals is wide and imperative in enhancing the healthful nature of sustenance guaranteeing security and forestalling nourishment borne illnesses. They diminish misfortunes because of deterioration and sullying and in this manner forestall lack of healthy sustenance and starvation.

Gauging and arranging of sustenance materials in many eateries was utilized as a basic point which secured a sum of 80%. This is like different investigations in Nairobi, which found that sustenance materials gathered from the ranchers required satisfactory arranging before planning for the general population utilization. Protection of sustenance perishables was utilized as a basic point by 15% of the eateries (Kisembi, 2010).

Furthermore, all sustenance ought to be very much put away in like manner to dodge sullying which can happen from the dirt, sewage, live creatures, outer surfaces and inner organs of meat creatures. Storerooms ought to give satisfactory space fitting control and security against tainting which can be diminished by having sorted out capacity designs with proper stock turn. Appropriate nourishment stockpiling was genuinely rehearsed in many eateries (70%) in high temperatures subsequent to cooking at that point holding. This was because of the abnormal state of education with the client requests for hot sustenance (Kisembi, 2010). An examination in China (2005) demonstrated that a great many people served in a few eateries were presented with cold nourishments which prompted sustenance harming. General cleanliness models were not all around watched and a comparable report done in Kenya demonstrated that 70% of sustenance outlets were beneath the merited cleanliness measures yet they were operational.

According to Kotler and Keller (2016), a food firm is to serve as many happy customers as possible with uncompromising values in terms of quality, using 100% fresh meat and vegetables, as well as carefully crafted recipes for the customer's plate. Quality is key in product sales, and quality assurance will be key in this business. In realization of the sensitivity of food products to the human health, focus on fresh raw materials will be ensured.The quality control strategy is frequently applied while receiving the food stuff according to the respondents where they check the weight, quality in terms freshness, cleanliness and also quantity according to the specifications given on the purchase order. Hot food should be keptwarm while cold food should be under refrigeration (Kisembi, 2010). Manycafeterias and dinners used refrigeration as a method of storing food. Dry storage for nonperishables and freezing was done as a means of food storage covering 0, 15% of all therestaurants for dry foods storage and 15% of the restaurants for freezing resp92016ectively.

The study be Onyeneho and Hedberg (2013) asserts that low skills and knowledge on food safety by restaurant staff poses great health risks to customers in Nigeria. Further, low commitment by management on uinstilling health and safety best practices compounds the risk. Similarly, Bamidele, et.al. (2015) study reveals that only ten percent of employees have formal hygiene training, leading to high levels of non-compliance to health regulations and standards in the food industry.

In his study, Kisembi (2010) found out that refrigeration was donein 70% of the restaurants. This indicates a sign of some critical control points used in the systems. Perishables should be received at 40^0F and stored in the same state under refrigeration if not to be used immediately. Dry foodsshouldbe stored at 50^0F or more. Food should be cooked at a temperature of 165^0F if it ismeat and serve at a temperature above 70^0F. For freezing it should be between 0^0F and 18^0F (Kisembi, 2010, WHO, 2005).

On environmental hygiene, 77% of the operators had clean compounds, liquid and solidwastewas well collected. Smoking in both dining and kitchenplaces was silent but somehow allowed in the premises. Staff grooming was goodand they had appropriate uniform as prerequisiteand a law of public health. Crockery, utensils and a few equipment were dirty, sayin 12% of the restaurants while in18%, they were clean. All the restaurants had health and safety license as required by the Public Health Act(GoK,2005). Food cold and store rooms were murkyin23% and clean in 72% of the restaurants. Hand wash basins was available in most premises and therefore quite conscious of

customer care, personal hygiene and food safety measures. Cooking was also used as a CCP but with no specific monitoring of time and temperatures(Kisembi, 2010).

The Foods, Drugs and Chemical Substance Act, top 242 of Kenya, may not give a satisfactory supervisory system to sustenance foundations that plainly need to enhance their endeavors to improve item quality (GoK, 2004). This might be because of insufficient sustenance wellbeing examinations and controls by the administration offices and absence of mindfulness and cooperation by partners, for example, purchasers, NGO's, print and electronic media distributions that would some way or another encourage the comprehension of nourishment security.

Customer expectations on hygiene and sanitation practices in restaurants
It is a norm that cultural and social foundations or backgrounds influence client choices and experience as far as food is concerned (Alhelalat et.al. 2017). A few people are increasingly cognizant about nourishment safety while others have less consideration about sustenance security. The fulfillment dimension of value and security is affected by mental and social factors as opposed to simply physiological alone. Social variety influences sustenance determination (Wells et.al. 2016). For instance, Southern Europe societies are considered as increasingly sharp about nourishment quality and the delight got from eating (Pettinger et al., 2004). While on the opposite side of this, Northern Europe put more thoughtfulness regarding the nourishment security and moral concerns like creature welfare. (Pettingger et al. 2004). Open foundations are putting accentuation on the sustenance business to make complete quality and nourishment security the executive frameworks, reclassify the investigation framework and attempt to rises the data dimension of clients to construct client trust on nourishment foundations.

Client trust is expanding in the sustenance business since nourishment wellbeing and quality measures are satisfying the essential need of clients and give them a commendable dinner. A client is prepared to pay additional in the event that he realizes that purchasing item is protected and in great quality, in this procedure openness is absolutely vital component for better thought of their demeanors, needs, and fulfillment level (Oliver, 2014).

According to Keng, Ong, Wai, and Yin (2013), the elements for repeated buy by students at fast food restaurants included the expectations of the environment at the eatery. The two hundred respondents from diverse universities indicated that the environmental hygiene practices attracted them to the establishments. Ramli, et al, (2015) also found a significant and positive relationship between expectations of environmental hygiene procedures and customer satisfaction.

Holding temperatures is a standout amongst the most critical strategies for controlling the development of microorganisms in nourishment. Appropriate temperature control keeps numerous kinds of pathogens from duplicating to the dimensions that reason nourishment borne ailment (Association 2010). Clients anticipate that sustenance should be served in the correct temperatures, nourishment cooked under the correct temperatures, not serving uncooked or crude nourishment. Long holes among arrangement and utilization of foodstuffs and absence of consideration regarding the fundamental temperature required for cooking sustenances are among the most well-known reasons for nourishment pollution. FDA assesses that about 16 percent of full-administration eateries were not sufficiently preparing nourishment (Food, 2006). Half-cooked meat, poultry, and eggs can harbor enough microbes to sicken burger joints. Salmonella and E. coli O157:H7 are connected to the most hurtful microscopic organisms for half-cooked meat.

Improper hand washing of a microscopic organisms tainted laborer can cause sustenance borne disease and the report appraises this causes 20% of absolute nourishment borne ailment (Todd, Greig et al. 2007). Hands are the principal conductor spreading infections and pathogens and can convey a huge number of germs. Poor hand washing rehearses by foodservice specialists can have terrible and broad results by polluting sustenance that is then served to meals. Clients expect that eateries representatives approach perfect and safe hand-washing offices before taking care of nourishment inside eateries. Moreover, clients expect that the eatery gives spotless and safe handwashing offices for clients, including clean sinks, with streaming water and handwashing sanitizers.

In 2004, FDA found that more than 56 percent of full-administration eateries were not following fitting rules for cleaning gear and nourishment contact surfaces (Food, 2006). Where microbes exist, so does the possibility of cross-sullying. Counters and other sustenance planning surfaces that are insufficiently cleaned or nourishment readiness zones that are inappropriately isolated, can advance the exchange of microbes starting with one sustenance then onto the next, bringing about across the board pollution. Clients' desires are that utensils and cutlery utilized in

nourishment readiness and serving of sustenance. This likewise incorporates cleaning and purifying of kitchen tops and tables, eatery seats, tables, floors and dividers.

Nourishment dangers in an eatery starts with the buy of crude sustenance from providers (Yoo, 2012). Microscopic organisms that exist in crude nourishment can increase and deliver poisons if the sustenance is insufficiently refrigerated amid delivery and taking care of, even before it achieves the eatery. For items that are ordinarily served without cooking, for example, crude clams, verdant greens and some handled products, sullying that happens before entering the eatery can go straightforwardly to a customer at the table. Along these lines, clients expect that nourishment that is served crude ought to be very much washed, all around saved and served in the right way (Yoo, 2012).

Many diverse investigations proposed that shoppers' desires and impression of what establishes great administration are definitely socially bound with the goal that culture influences clients' administration appraisals (Sharma et.al. 2016). In this manner, in the event that administration directors comprehend their clients' social attributes, at that point they can assign constrained asset all the more adequately in guaranteeing that clients are fulfilled (Furrer et al. 2000).

Eatery neatness or sanitation was observed to be a factor influencing clients' administration quality assessments. Sweeney et.al. (2016) discovered that clients in American and Hong Kong have distinctive desires for eatery administration with respect to eatery sanitation. As indicated by their examinations, sanitation was positioned most critical by the respondents in the U.S. furthermore, was of optional significance to the clients in Hong Kong among six administration measurements: sanitation, friendliness, polished methodology, convenience, learning and amusement.

Albeit, the two gatherings showed that sanitation was a huge measurement, there were contrasts in the manner in which sanitation was surveyed. American respondents showed that they place more load on the shirking of contact between servers' hands and eating utensils, just as the state of servers' hair. Be that as it may, respondents in Hong Kong place more significance on how well - manicured a server's hands are. This backing that clients from various societies have distinctive desires or view of administration quality. Along these lines, it is trusted that directors should focus on social contrasts while strategizing on the best way to augment and enhance consumer loyalty (Johnsen and Lacoste, 2016).

A study on customer expectations by Lee, Lee and David (2016) interrogated the aspects of tangible and intangible service quality. A 29-service quality attribute was evaluated through exploratory factor analysis. Results of findings showed that there was a positive relationship between tangible services and satisfaction of customers. Thus, aspects of staff personal hygiene and appeal, food handling practices and communication/behaviour influenced customer satisfaction.

Effects of hygiene and sanitation practices on customer satisfaction
All organizations must discover approaches to draw in new clients and at the same time, win the steadfastness of their present clients. Fulfilling clients is the most basic factor for keeping up and growing a business. To fulfill its clients, a foundation must give items and administrations of reliably great quality to them. Be that as it may, administrations have one-of-a-kind attributes contrasted with items so overseeing administration quality is viewed as more mind boggling than item quality administration.

Achievement of a business depends on client administration. Clients are accepted to be the existence blood of each association: without which business won't endure. In this way, organizations must give clients what they need by realizing their necessities in general (Lucas, 2012). Nature of the items for wellbeing reasons must be considered by sustenance foundations. Consumer loyalty totals up the esteem the eatery gives and conveyed. Clients are a standout amongst the most esteemed resources. In the event that they were esteemed, they won't change starting with one foundation then onto the next. Client center is the key to effectively hold and draw in customers. Making, keeping up and enhancing associations with them requires diligent work (Linton, 2013). Specialists have noticed that in an aggressive administration business condition, administrators ought to comprehend their clients and give administration that builds their capacity to draw in new clients and to win the dedication of existing clients, just as expanding the positive informal impact (Nagle and Müller2017; Walter et al. 2010).

Consumer loyalty has been talked about in the quantity of scholastic writing in the administration field and analysts found that conveying predominant administration quality is an essential for consumer loyalty (Bartikowski and Llosa 2004). Oliver (2014) recommended that administration quality was the predecessor of consumer loyalty. Bartikowski and Llosa (2004) found that consumer loyalty may fortify client to utilization of a specific brand of administration on a given event. Quality measurements (administration and sustenance) and consumer loyalty have turned into the more essential key promoting needs on the grounds that these are edge for client steadfastness which guarantees they continue obtaining propensity and great value (Han and Rau, 2009). Client esteem is characterized such that it is the general appraisal of what he gives and what he gets for his essential need (Miles, 2015). It likewise comes to realize that esteem has effect on purchasing choices of a client.

According to a study by Sum and Norlida (2017), in bakery business, customer satisfaction is critical for sustainable business. The perceptions of the consumers of brand quality are critical in development of existing culinary products for bakeries. Right from ingredients, packaging and other utilities in terms of time and place, firms strive to optimize consumer satisfaction and customer retention and outreach. Diversities of consumer tastes and needs such as health and nutrition are critical in bakery business. Notably, food and beverage restaurants offer differing perspective for customer satisfaction and a focus of this current study.

Nourishment borne disease is expensive for the client in light of the fact that the burn through cash on purchasing at that point just as for his medicinal treatment. Consequently, this circumstance prompts claims against an eatery or nourishment supplier and eventually the all-out breakdown of brand picture. For instance, E. coli episode in Jack in the Box revealed a gigantic misfortune in deals and confronted numerous claims documented by numerous clients (Gostin and Wiley, 2016).

An investigation held in Australia, demonstrated that numerous eateries less consideration about sustenance wellbeing (Pirani and Arafat, 2016).

It is extremely astounding to take note of that there are few investigations directed on client's mentality fulfillment about nourishment wellbeing. Redmond and Griffeth (2004) led an examination which demonstrates some essential outcomes that clients are worried about sustenance security. Shoppers have two gatherings, one is value delicate and other one is wellbeing touchy. The later characterize what is client's mentality on fulfillment while the previous have simply worry with cost and not sure about security (Pirani and Arafat, 2016).

Consumer loyalty's is dynamic with the end goal that it doesn't continue as before. (Miles, 2015). The fulfillment levels expanded in 2002 when contrasted with the outcomes appeared 1994, the level of sustenance hazard and vulnerability additionally declined amid this period. Nourishment wellbeing impacted the client's outlook fulfillment and its connection turns out to be increasingly powerful if the wellspring of data is dependable (Frewer and Miles, 2001). As per a retail buyer examine performed by M/A/R/C Research and National In-Store, 14 percent of customers surveyed said they would quit visiting a store that was not as spotless as they might want (Diulio, 2010). In addition, 29 percent said they would keep visiting an unclean store just in the event that it was totally essential.

Nourishment producers should build data about sustenance quality and sustenance security to improve consumer loyalty. Flyers (2008) says, the advantage fundamental this framework for all sustenance parts and shoppers like the administration incorporate among others enhanced general wellbeing, progressively effective and focused on nourishment control, decreased general wellbeing costs, exchange help and expanded certainty of the network in the nourishment business. To the business, there will be expanded purchaser and government certainty, diminished legitimate and protection costs, expanded market get to, decrease underway costs, enhanced staff-the executives' responsibility to the nourishment wellbeing and diminished business dangers. To the purchaser, there will be diminished dangers of sustenance borne sicknesses, expanded attention to fundamental cleanliness, expanded trust in the nourishment store network and enhanced personal satisfaction.

Certain practices, for example, saying positive things regarding the organization to other people, prescribing the organization or administration to other people, and being a faithful to the organization can be markers of ideal post-buy social aims and consumer loyalty (Wang et.al. 2017) Conversely, disappointed clients will indicate horrible social aims, for example, griping, changing to contenders, and diminishing the quantity of business associations with an organization (Oliver, 2014). In this manner, consumer loyalty can be a commonsense thought of clients' post-buy

conduct aim, for example, a return to or verbal which is basic to the accomplishment of the business (Namkung and Jang, 2007).

In the friendliness business, for example, eateries and inns, item (feast or bed), the conduct of workers, and condition of eatery or inn are exchanged between the administration client and specialist organization. Along these lines, these three properties ought to be considered by accommodation entrepreneurs to fulfill their clients. Hence, researchers created administration quality measure instruments for the neighborliness business, for example, LODGSERV (Wang et.al. 2017), and DINESERV (Namkung and Jang, 2007). Clients have a larger number of choices in their eatery choices than previously, and clients today are not static as they test an assortment of products and enterprises to accomplish an alternate choice (Williams, 2000). Consequently, the eatery business is in a more very focused condition than before.

Eatery directors currently need to comprehend the uniqueness of their clients and what adds to their incentive to hold and draw in new clients and in the meantime stay focused and productive (Walter et al. 2010). Conveying quality, in either items or administrations, is a noteworthy segment of the focused system. Scholastic scientists have directed numerous investigations with respect to eatery administration quality and consumer loyalty, and they found that the accompanying factors add to eatery consumer loyalty: nourishment quality, human administration, physical condition, neatness, advantageous area, rapid administration, and sensible cost and esteem. (Wa and Berry 2007; Barber and Scarcelli, 2009).
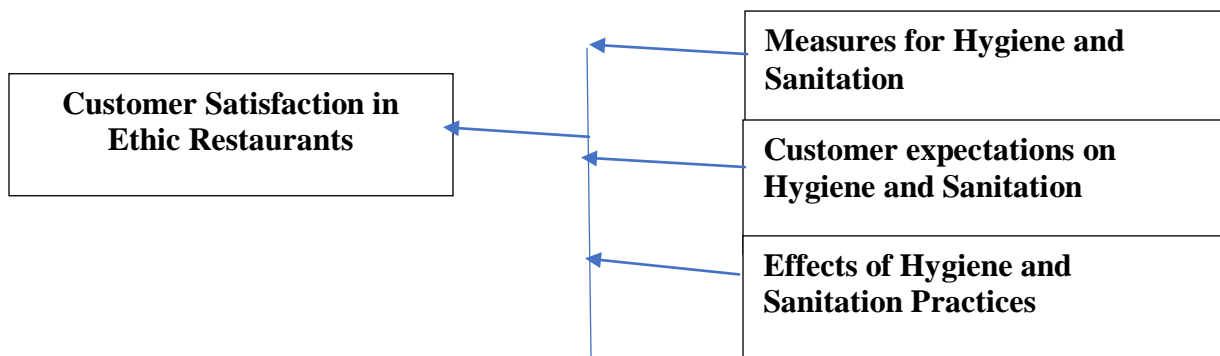
Bienstock et al. (2003) assessed sustenance security and sanitation methodology in connection to client view of administration quality in eateries utilizing three things; lounge area neatness, bathroom tidiness and nourishment wellbeing. As indicated by their investigation, except if nourishment security and neatness were clear to clients, the connection to support quality was not obvious (DeMoranville et al. 2003). Threevitaya (2003) found, in Thailand, that eatery cleanliness and neatness were the main components clients thought about when feasting out. Aksoydan (2007) proposed that sustenance administration foundations that neglected to fulfill the guidelines of nourishment cleanliness and tidiness expected by clients would be evaluated as having poor or low-quality administration. Bienstock et al. (2003) discovered quality, neatness, and incentive to be the three most imperative properties clients consider in choosing junk food eateries. The tidiness of the bathroom was additionally observed to be a critical foundation when a client assesses the general nature of a foodservice foundation.

Conceptual framework
The theoreticaloutline for this paper was grounded on the relationship amid the independent and the dependent variable.

Independent Variables   **Dependent Variable**

Customer Satisfaction in Ethic Restaurants		Measures for Hygiene and Sanitation
		Customer expectations on Hygiene and Sanitation
		Effects of Hygiene and Sanitation Practices

Figure 2.1:- Conceptual Framework.
Source: Author (2022).

Customer satisfaction
Meeting customer needs at the attribute level through the provision of a clean environment will increaseaccumulative customer gratification which will, in line,strengthenconstancy. For this study, customer satisfaction was measured by aspects such as the continued purchase of products and services through frequent visits

to the restaurants, referring friends and relatives to the restaurants frequented by the respondents and giving of positive feedback about the quality of products and services received.

Measures employed in hygiene and sanitation
Hygiene and sanitation take different shapes and forms, ranging from the environment, facilities and equipment and the individuals themselves. The study interrogated the following to understand measures employed in hygiene and sanitation; waste management and disposal, cleaning of equipment (utensils, cutlery, cooking appliances), cleaning of the environment (tables, chairs, floor, windows, hand-washing sinks), food preparation (storage, cleaning, cooking temperatures) and grooming of hotel staff (uniform, hair covers, hand towels, no smoking, hand-washing)

Customers' expectation of hygiene and sanitation
Customers, while having the intention to purchase products or services, have expectations about value for money. This study interrogated the expectations of customers about the service they receive. This revolved around their expectations of hand-washing before eating, cleanliness of utensils used to serve them, the temperature of nourishment at the time of service, nature of the food (well-cooked or cleaning of foods eaten raw), the tidiness of the hotel room and the facilities such as washrooms and sinks.

Research Gaps
Understanding clients' desires or impression of cafeteria's neatness can be fundamental for effective eatery executives. In any case, it is obvious that past investigations utilized conflicting ideas of eatery tidiness. For instance, a few investigations utilized just the physical condition, for example, the inside of the feasting area to assess eatery neatness (Parasuraman et al. 1988; Ryu and Jang 2008); others utilized bathroom condition or the presence of a client's contact representative (Barber and Scarcelli 2009; Jang & Liu 2009; Barber and Scarcelli 2010).

In a Chinese report, eatery neatness was assessed as the general pictures of the eatery (Jang and Liu 2009). One scale has been created to gauge eatery tidiness;however, it manages physical condition quality just (Barber and Scarcelli 2010). Be that as it may, when a client assesses the general nature of administration, diverse measurements impact his or her scholarly and enthusiastic observations (Wall et al. 2006). Hence, it very well may be viewed as that eatery tidiness assessment might be influenced by differing factors that clients see to be huge.

To date, in any case, there is no reliable instrument for estimating neatness in an eatery. A larger part of the past investigations utilized things in the physical condition to test a client's impression of virtue in an eatery. Stylist and Scarcelli (2010) have built up a tidiness estimation scale for eateries which is the main neatness scale accessible for eatery settings. Be that as it may, as referenced prior, administration is a multilayered experience influenced by various variables. Divider and Berry (2007) proposed these elements fall into three pieces of information: practical, technician and humanistic. In this manner, it is basic to build up a solid proportion of tidiness in eateries that incorporates something other than physical ecological elements. Despite their consistent findings, their study was concentrated on food quality as an influencer of customer satisfaction, leaving a research gap in respect to hygiene and sanitation as an influencer of customer satisfaction.

Summary of Literature Review:-
In the developed and developing countries, the barriers to consumer participation in food safety are far too many thus ranking Kenya to be number eight next to Nepal and India (WHO, 2002). Global trends in the nourishmentsequence have created an increasing demand forsustenancesafety research to ensure safe sustenanceresource. Consumers well-informed canfight for their rights and ensure that they are provided with good quality products andservices.To deal with the aspects of public health, use of incorporated management structure of risks such as HACCP concepts and emphasis on GMPs have been suggested (FAO, 2002). However, despite the strict regulations meant to be implemented by the many agents and authorities, hygiene and sanitation have not been achieved to the desired standards to meet the health and safety of food in restaurants as well as maintain and attract new customers. This study thus sought to contextualize the link between health and sanitation and customer satisfaction in ethnical eateries in Kenya.

Chapter Three
Research Methodology:-
Outline
This sectiondesignates the research approach that was employed in this investigation. The section entails a research design, population of study, sampling magnitude and sampling practices, instruments of data collection and data collection, cogency and reliability of tools, facts analysis andvirtuousdeliberations.

Study design
This study utilized a blended techniques approach guided by a cross-sectional study plan. Blended strategies approach enables a scientist to join components of subjective and quantitative research approaches (Johnson, Onwuegbuzie and Turner, 2007). The blended strategy gives the total investigation of the issue and a full comprehension of respondents' patterns and speculation just as inside and out learning of members' points of view. The utilization of a blended strategies approach enables the scientist to make up for the shortcoming of one single methodology with the qualities of the other to accomplish the best outcomes (Cresswell and Clark, 2011).

Cross-area study inquire about plan is completed once and speaks to a preview of one point in time (Cooper and Schindler, 2011). This exploration configuration was utilized trying to gather information from individuals from a populace to decide the present status of that populace concerning at least one variable. The cross-sectional research configuration was additionally used to look at one variable in various gatherings that are comparative in every single other trademark According to Bryman and Bell (2015), it is a self-report think about that looks not to build up connections but rather to distinguish explicit highlights that exist inside gatherings, and furthermore enables scientists to analyze various factors in the meantime. The estimation of cross-sectional investigations lies in helping the specialist to frame suspicions or speculations which would then be able to be tried utilizing other research techniques (Winter, 2009, Hopkins, Gerber, Elisabeth, Daniel, 2011, Mugenda, 2008).

Population of study
Kombo and Tromp (2014) expressed that a populace is a gathering of people, articles or things from which tests are taken for estimation. It is a gathering of articles with comparative, normal qualities and restricting attributes for a logical question. Populace alludes to the whole gathering of individuals, occasions, or things of premium that the analyst wishes to examine. Bryman and Bell (2011) characterize network as the universe of units from which an example is to be chosen.

The objective populace is a set of components different or bigger as the network examined and to which the analyst might want to sum up study discoveries. The objective populace is the gathering or the people to whom the review applies. As such, those gatherings or people who are in a situation to answer questions and to whom aftereffects of the investigation will apply. The objective populace which alludes to the whole gathering of articles from which scientists sum up ends and open or study populace being a subset of the objective populace from which analysts draw tests and applies discoveries.

The population for this study was drawn from the ethnic restaurants in Nairobi County. The sampling frame was obtainedfrom the County Government of Nairobi Registration of business records (2021).Listed were a total of 73 registered and operational restaurants of whom30 were African restaurants, Chinese restaurants were 12, Cuban Cafés were 3, Indian restaurants were 20, and Spanish restaurants were 8. The ethnic restaurants were preferred due to their varied clientele and operations in the high to low end markets. This provided a wide scope of assessing health strategies and practices and enhanced quality data for the study. The total management staff of 292 persons comprised the target population of the study. The management staff were preferred because of their function and mandate and role in ensuring profitability of the restaurants.

Target Population

Category	Population
African Restaurants	120
Chinese Restaurants	48
Cuban Restaurants	12
Indian Restaurants	80
Spanish Restaurants	32

TOTAL	292

Sampling Technique and sample size

A sample is a limited piece of a factual populace whose properties are concentrated to pick up data about the entirety. An example is depicted as a fair agent and subset of components drawn from a bigger populace. The most widely recognized testing strategies are basic arbitrary inspecting, efficient examining, stratified testing and group inspecting and used to guarantee sufficient impression of the idea of current practice (Suresh, Thomas, and Sureh, 2011). Stratified sampling method was employed in this study. Stratified sampling is a probability technique whereby random selection is made for a subset of the entire population. The choice of the sampling method was its ability to ensure all targeted persons had an equal chance of participation through random selection approach (Pandey & Pandey, 2015). The sample population was calculated using the formula below (Yamane, 1967)

$$n = \frac{N}{1 + N(e)^2}………..$$

Where n = Sample size

   N = population size

   e = margin of errors

Applying the above formula, the sample was calculated as follows:

Total population size (N) = 292

Margin of error (e) = 9 percent

$$n = \frac{292}{1 + 292(0.09)^2}$$
$$n = \frac{721}{2.43}$$
$$n = 120$$

The sample was 120 respondents.

Table 3.2:- Sample Size.

Category	Target Population	Sample Size	Proportion
African Restaurants	120	49	40.8%
Chinese Restaurants	48	20	16.7%
Cuban Restaurants	12	5	4.2%
Indian Restaurants	80	33	27.5%
Spanish Restaurants	32	13	10.8%
Total	292	120	100%

Data collection

Information accumulation is the way toward social occasion and estimating data on focused factors in a built-up efficient style, which at that point empowers one to answer significant inquiries and assess results (Maria and Thoruwa, 2014). Information accumulation is gathering data for research purposes. Information might be gathered through an assortment of strategies, that is, polls, perception, meet or composed materials, for example, sees, minutes of gatherings, and reports utilizing the suitable instruments (Maria and Thoruwa, 2014).

Instruments of data accumulation

Instruments of information accumulation are gadgets used to gather information, for example, a paper survey or PC helped meeting framework (Census Bureau, 2010). This investigation utilized two arrangements of semi-organized surveys to gather essential information. A semi-structured questionnaire was utilized for information gathering in which every individual is approached to react to a similar arrangement of inquiries in a pre-decided request According to Bhaumik (2012) and Saunders et.al. (2007), a questionnaire is a research tool entailing questions asked to respondents in regards to the subject matter of research. The semi-structured questionnaire comprises questions that are open and closed ended and specific. It is commonly a progression of composed inquiries for which the respondents need to give the appropriate responses.

The semi-organized questionnaire contained open-finished and shut finished inquiries. The open-finished inquiries gave respondents complete opportunity of reaction, allowing them to react in their very own words. The shut finished inquiries managed respondents and confined them to just determined decisions given (Bhaumik, 2012; Saunder et.al. 2007). Gill and Johnson 2001 expressed that Semi-organized surveys incorporate are a blend of both

shut finished and open-finished inquiries inside a similar poll and are regularly structured such that a nearby finished inquiry is trailed by an open-finished inquiry to test for further clarification concerning why the respondent chose an offered reaction to the previous inquiry.Additionally, the researcher used an observational checklist to observe and record the measures employed in hygiene and sanitation in restaurants. The observation checklist was used to augment and corroborate the information that was given by the respondents in the study while improving the reliability and validity of the information collected.

Data collection procedure
The mode of data collection using questionnaires was drop and pick, and in cases where respondents are able to fill the questionnaires in real time or immediately, the researcher allowed time for the respondents to fill and hand over the questionnaires there and then. The researcher booked prior appointments in cases where respondents are busy individuals and appointments are mandatory. The mode of data collection using the checklist was observed and record whereby the researcher observed and record elements and situations as they were during the time of visit.

Validity
Denzin, (2017) suggest that research is guided by considerations of two types of external validity and internal validity. Inside legitimacy (internal) has to do with the conviction with which one can ascribe an exploration result to the utilization of a treatment or control that is under the unbending control of the scientist. Interior legitimacy is about the degree to which causal inductions can genuinely be made about the idea of the connection between the treatment and the result. Outside legitimacy is worried about the issue of generalizability. Cooper and Schindler (2014) perceive legitimacy of three noteworthy structures – content legitimacy, model related legitimacy and build legitimacy, alongside their comparing assessment philosophies.

This examination utilized content legitimacy and develop legitimacy, which was assessed through judgmental attentiveness and board evaluations. Incorporating content legitimacy in the instrument guaranteed inclusivity of the distinctive implications of the ideas being examined (Babbie, 2002), while construct validity ensured that the device captures the ideas that form the basis of the study (Houser, 2011).

Reliability
In terms of reliability, the researcher used the Cronbach Alpha coefficient method in the Statistical Package for Social Sciences (SPSS) computer software to test the dependability of the instrument. The dominant coefficient aimed at a minimum index of 0.7which was acceptable as reliable and internally consistent as per the social science standards. Reliability wasassessed by internal consistency usually applied to a measure such as an ability test or attitude scale that was composed of a set of individual items.

Table 3.3:- Reliability Test.

Variable	Alpha Score
Measure of Health and Sanitation	0.790
Customer Expectations of Health and Sanitation	0.778
Customer Perceptions of Health and Sanitation	0.814
Effects of Health and Sanitation Practices	0.779
Aggregate	0.790

The overall Cronbach alpha score was 0.79, indicating that the questionnaire was reliable in collecting the study's data.

Pilot study
A pilot study embodiesanessential phase of the investigationprocedure. It is an essential preliminary step in discovering an innovative or new application of an interposition. The purpose of conducting it is to scrutinize the viability of an approach that is envisioned to be applied in a bigger scale, detect weaknesses in a design and provide proxy in the collection of data (Cooper & Schindler, 2014). The outcomes can inform possibility and recognizealterationsrequired in the scheme of a questionnaire to ensure collecting the actual desired data (Leon, Davis, & Kraemer, 2011).It is a small-scale test of the methods and procedures to be used on a larger scale and also helps in clarifying instructions, determining appropriate levels of independent variables, reliability and validity of a questionnaire (Abbott &Bordens, 2013).

Cooper and Schilder (2011) posit that a researcher should apply thumb rule of 10% of the sample size to calculate the number of respondents to be used for the pilot study. The study purposively selected one ethnic restaurant and one casual restaurant in Kiambu County as sites for the pilot study. The researcher proceeded to administer the questionnaires accordingly to the respondents. The results of the pilot study were not enjoined in the final study results; rather, they were used in the process of making appropriate amendments to the instruments where necessary.

Data analysis
Information investigation comprises of analyzing, sorting, classification, and adjusting the information got from an examination (Bryman and Bell, 2011). The investigation of the information was separated into a few phases including coding information into classes, information the board (arranging, cleaning information and checking for missing passages and creating example and topics. Kothari (2008) characterizes topical investigation as a strategy for distinguishing, breaking down and revealing examples (subjects) inside information and states that it can offer a progressively available type of examination, especially for those from the get-go in subjective research.

Extrapolation technique can be utilized to decide potential non-reaction inclination (Mahmood and Hanafi, 2013). Kothari (2008) featured three techniques for estimation, to be specific, correlations with known qualities for the populace, abstract appraisals, and extrapolation. This investigation utilized an extrapolation strategy which involved the differentiation of the information generally respondents with early respondents, and it was expected that late respondents have comparative qualities to that of non-respondents.

Statistical Package for the Social sciences (SPSS) variant 22was utilized to break down the information from the surveys and the agendas. Unmistakable factual was utilized to dissect the information, yielding rates, frequencies, mean, scores and proportions of scattering for factors incorporated into the examination. Illustrative insights empower rearrangements of elucidation of information as information will be introduced in a progressively important manner (Mugenda, 2008). Rates have favorable position of streamlining information by lessening them to a range somewhere in the range of 0 and 100 and furthermore make an interpretation of the information into standard structures with a base of 100 for relative examination and progressively characteristic elucidation (Cooper and Schindler, 2008).

Ethical considerations
Ethics in a study is normallyused to monitor the connectionamid the participants and researches and on topbetween the investigatorsin their study fields (Flick, 2006). In adhering to the ethical standards and procedures, the researcher sought authority to research the NACOSTI before commencing the study. This is about the guidelines of NACOSTI (NACOSTI Act, 2013). The researcher made sure that the participants were informed of the study and the intentions of the study. This was done through an introductory letter which was obtained from the University. The researcher further obtained relevant letters of authorization and permits from the Nairobi City County government and the regulatory body in charge of the hospitality industry.

The respondents were not coerced to participate in the study. Consent was sought from the respondents before their participation in the study. Willingness to partake in the study was obtained from respondents after a clearclarification of the course of the research and information collection. Respondents not willing to take part in the investigation were not included in the process of data collection. The researcher also ensured confidentialityof the respondents' identities.

Chapter Four
Data Analysis And Presention
Introduction:-
This chapter presents the analysis of data collected during the study. It entails results on the response rate, descriptive statistics on demographic profile and the study variables. Further, the results of observations on restaurants' health and sanitation status are entailed. The results are presented in form of tables, graphs and charts, accompanied by discussions on findings.

Response Rate
Table 4.1:- Response Rate.

Questionnaire	Frequency	Percentage
Returned fully answered	110	94.0%

| Not Returned	5	3.0%
Returned and not fully answered	5	3.0%
Total	**120**	**100%**

In the study, one hundred and twenty questionnaires were administered to participants and one hundred and fifteen returned. Among these, five not fully answered, making them unfit for analysis, and thus, analyzed questionnaires were one hundred and ten. This presented a commendable 94% response rate. According to Kothari (2008), a response rate of 70% and above was commendable for social studies.

Demographic Profile
This section presents the gender, age, work experience profile of the respondents. It further illustrates the nature of business, food and services offered in the restaurants.

Respondents' Gender Distribution
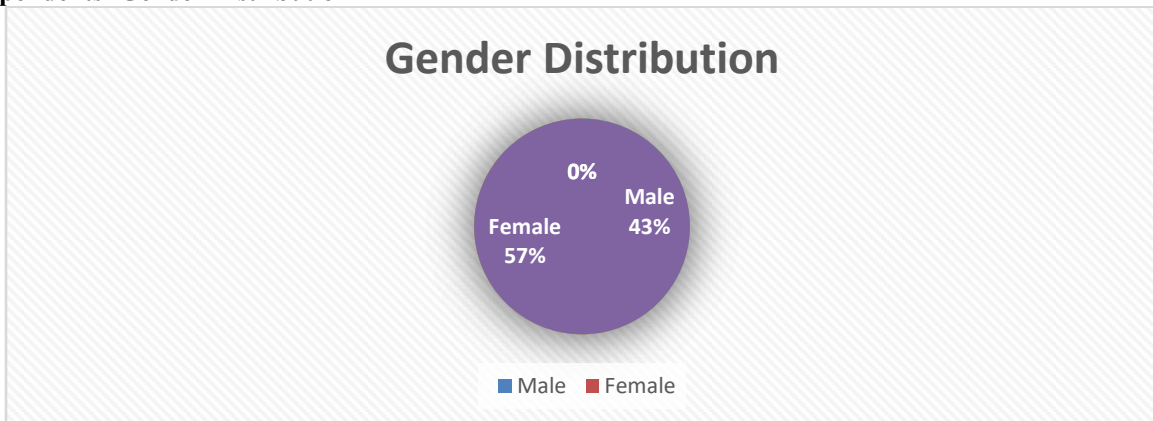
Figure 4.1:- Gender Distribution of Respondents.

The results in figure 4.1 indicate that there was fair gender distribution of the respondents with each category being over one third of the sample. The fair gender distribution was important to the study as it reduced skewedness of responses based and gender biases, enhancing data quality, reliability and credibility of results.

Age Distribution
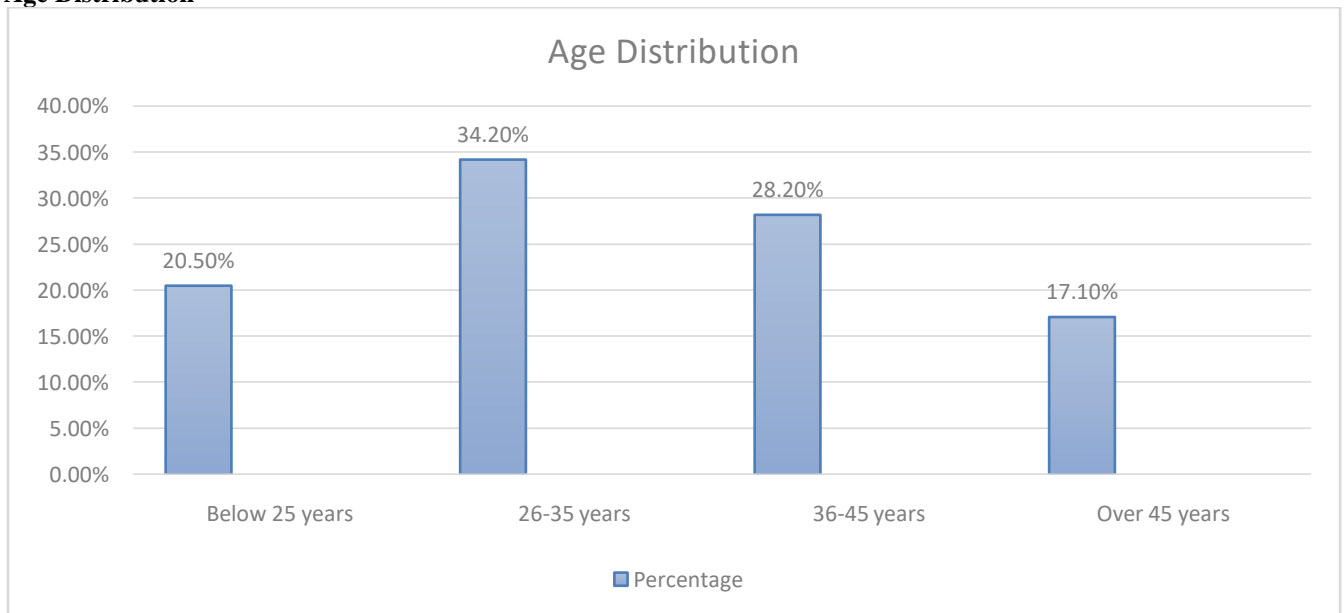
Figure 4.2:- Age Distribution of Respondents.

Results in figure 4.2 show the representation of persons aged below 25 years as 20.5 %, those between 26-35 years (34.2%), 36-45 years (28.2) and those above 45 years as 17.1%. This showed that majority of those in management level of the restaurants were middle aged adults, energetic and able to drive health and sanitation as well as productivity to best possible levels. To this study, these persons were significant in availing objective responses through rational thinking at their ages.

Work Experience
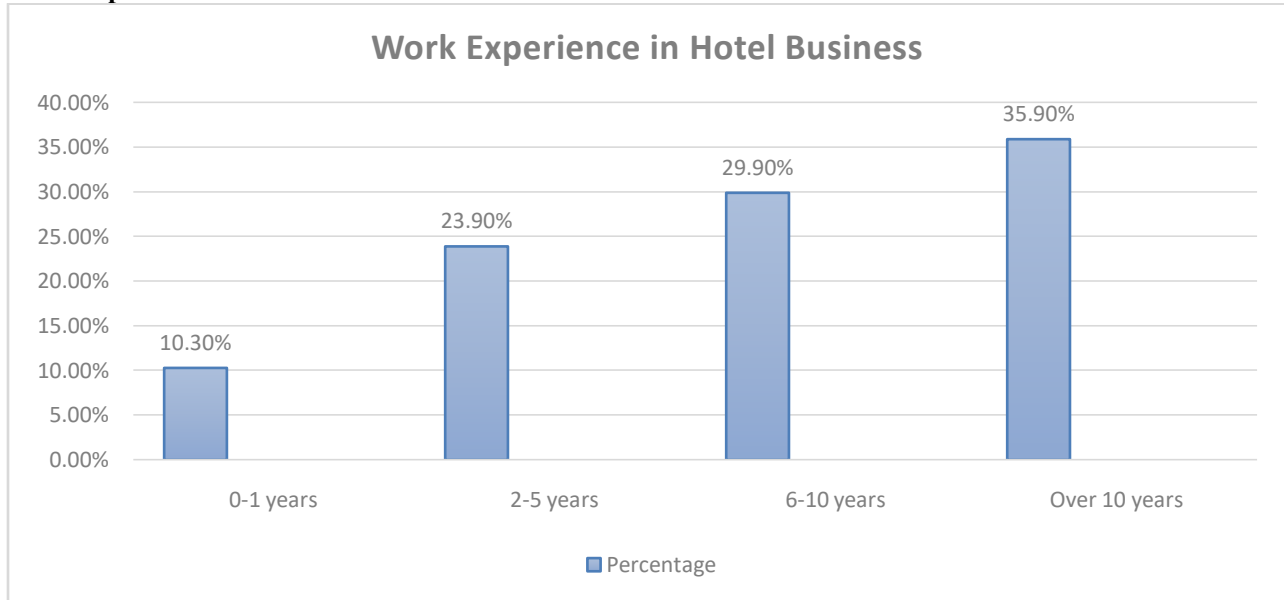
Figure 4.3:- Work Experience of Respondents.

Results in figure 4.3 indicate the experience of the respondents in the hotel industry as over 10 years (35.9%), 6-10 years (29.9%), 2-5years (23.9%) and below 1 years (10.3%). These results indicate that majority of the respondents had vast experience in the hotel industry and were well aware of health and sanitation issues, including those of the restaurants they were currently working in. This assured the study of accessing credible data important in quality research.

Category of Restaurant
The study examined the categories of ethnic restaurants.
Table 4.2:- Category of Restaurant.

Category	Frequency	Percentage
African Restaurants	44	40.0%
Chinese Restaurants	18	16.4%
Cuban Restaurants	4	3.6%
Indian Restaurants	32	29.1%
Spanish Restaurants	12	10.9%
TOTAL	**110**	**100%**

Results in table 4.2 show that 40% were African, 29.1% Indian, 16.4% Chinese, 10.9% Spanish and 3.6% Cuban. This indicates prevalence of African restaurants in Nairobi City County, a factor based on location and major African residence in the study location. Further, it showed fair representation of ethnic restaurants and this enhanced quality of data and information sought by the study.

Nature of Services Offered in the Restaurants
The nature of services provided by the restaurants was evaluated.

Table 4.3:- Nature of Services Offered in Restaurants.

Category	Frequency	Percentage
Accommodation	12	10.9%

Conference Facilities	6	5.5%
Food and Beverages	110	100.0%
Recreation	4	3.6%
Combination of above services	10	9.1%

Results in table 4.3 indicate that all (100%) respondents cited that the restaurants offered food and beverages, 10.9% accommodation, 5.5% conference facilities and 3.6% recreation facilities. Notably, 9.1% of the respondents cited that the hotels offered a combination of these services, majorly perceiving food, beverage and accommodation and recreation as the most common mix of the services. In all food and beverage were offered in the restaurants and this offered a significant service knowledge advantage for the study of food health and sanitation.

Management Level of Respondent
The management position of the respondents was sought.
Table 4.4:- Management Level of Respondent

Management Level	Frequency	Percentage
Senior Management	43	39.1%
Middle Management	32	29.1%
Lower management and others	35	31.8%
Total	110	

Results in table 4.4 show 39.1% of the respondents being in senior management, 29.1% middle management and 31.8% in lower management levels. This indicated that the respondents were well distributed in management levels and could present a wider perspective on management of health and sanitation in the restaurants, enhancing data quality and quality of the study.

Standards employed in hygiene and sanitation
The study evaluated the various measures adopted for health and sanitation in the ethnic restaurants. The essence of this survey is to identify policies and practices for health and safety in the restaurants in the assurance of quality food and facilities.

Presence of a formal and clear documents to make sure food is safe
The study evaluated where there was a formal guide on food safety in the hotels. In response, all (100%) of the respondents agreed that there was a formal documents stipulating food safety in the restaurants. This showed that as a management practice, the restaurants had food safety policies in place. This was an indication of the owners' seriousness in formulating guidelines ensuring food safety to customers.

Clarity of the components of the statements in the food safety documents
The clarity of the statements in the food safety documents was evaluated. In response, all (100%) respondents accented that the components of the document were clear. Thus, the guidelines were simple and easy to read and understand for the employees to implement and for management to provide guidance and enforcement. Thus, non-compliance and resultant unhygienic situations in the restaurants are minimized through effective communication of regulatory safety guidelines.

**Level of hygiene in food handled during preparation, cooking, re-heating, storage and service**
The study evaluated food safety at the meal's preparation and storage processes. Results in figure 4.4 indicate that majority of the respondents (68.2%) cited a high level of hygiene in food handling in meals preparation process. However, 20.9% found the food safety level as average and 10.9% low, citing poor health practices in food handling during meals preparation. In all, most restaurants were able to regulate and implement the food safety policies effectively, ensuring quality and health of food for the customers.

FOOD HANDLING SAFETY LEVEL

Low 11%　0%

Average 21%

High 68%

Figure 4.4:- Food Handling Safety Level in Restaurants.

The condition of the structure of the buildings, layout, lighting, ventilation and other facilities
The study evaluated the health structural conditions of the restaurant premises. Results in figure 4.5 indicate that half (50%) of the respondents citing premises structural health conditions as very satisfactory, while 31.8 % cited them moderately satisfactory and 28.2% cited the conditions as unsatisfactory. Thus, though some of the restaurants had a conducive health environment, others were not well structured for effective health and sanitation conditions required for restaurants, an issue that may create discomfort and health hazards, affecting customer satisfaction and performance of the restaurants.

STRUCTURAL HEALTH CONDITIONS

Low 11%　0%

Average 21%

High 68%
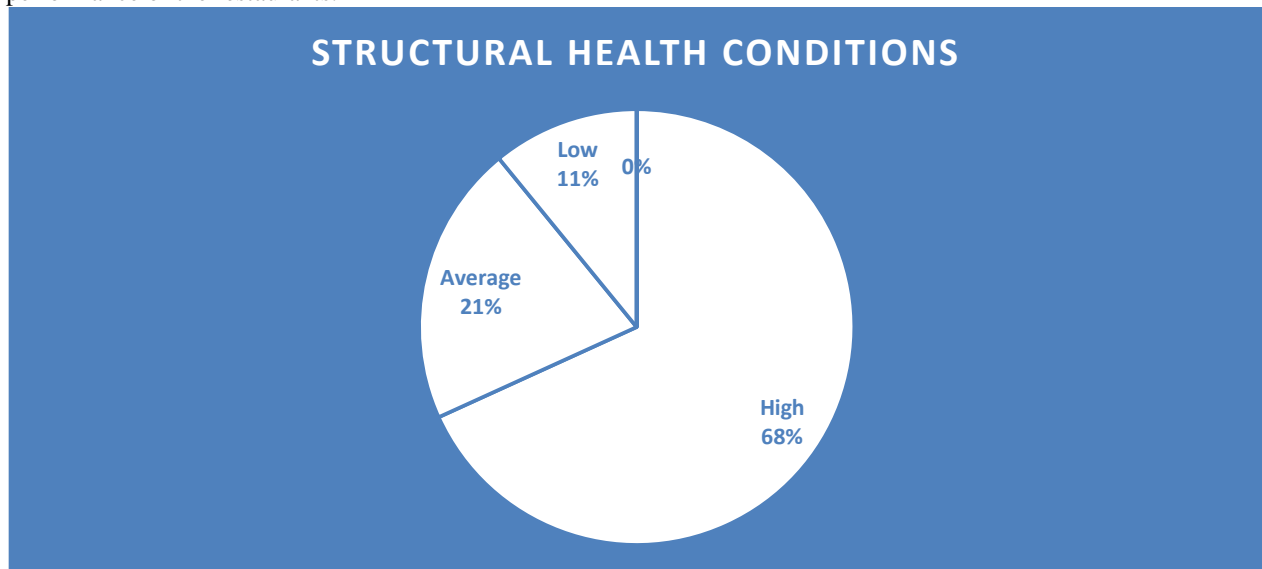
Figure 4.5:- Structural Health Conditions of Restaurants.

Customer expectations on hygiene and sanitation
The study evaluated customers' expectations on health and sanitation at the restaurant. This enhanced assessment of health and sanitation practices.

First Observation on visiting restaurants.
The study sought to establish the first thing respondents looked for when visiting a restaurant. Their personal opinion was critical in evaluating strategies for effecting customer experience in health and sanitation. Results in

figure 4.6 show that 34.2% looked for health, 29.3% service quality, 20.8% ambience and 15.1% price. This showed that health was a critical consideration for restaurant customers and should therefore be a key management consideration in operations strategy. The results concur with earlier findings of Sweeney et.al. (2016) that eatery neatness or sanitation was observed to be a factor influencing clients' administration quality assessments.
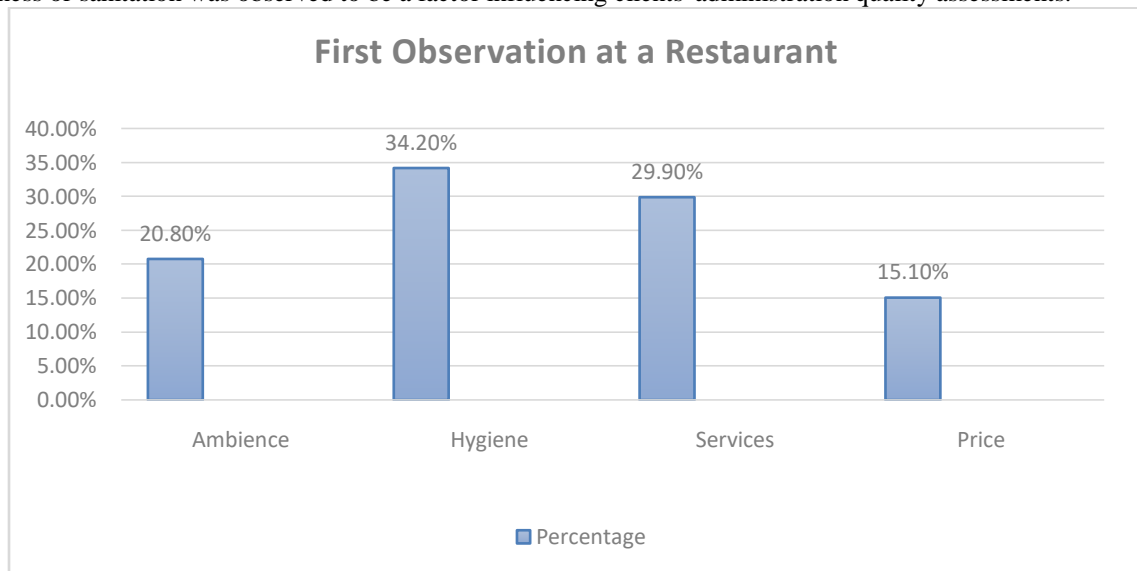

First Observation at a Restaurant

Figure 4.6:- First Observation on visiting restaurants.

Restaurant's hygiene satisfactory level.
The study valuated where restaurants dined in lived up to hygienic expectations. According to figure 4.7, majority of the respondents (66%) cited that the hygiene levels at the restaurants met their expectations, while 34% were of the contrary opinion. Those negating the assertion cited hygiene challenges in the cleanliness of seats, tables and counters (35.9%), poor food handling by waiters (20.8%), poor ventilation and humidity (15.1%) and foul smell (20.8%). This showed that infrastructure and housekeeping were critical hygiene challenges in some of the restaurants. According to Lu et.al. (2015), from the client perspective, quality is important expectation and attraction for loyalty.

Frequency of restaurant visit in a month
The study sought to establish the number of times respondents visited restaurants in a month to enhance knowledge on their actual experience on hygiene issues. Results in figure 4.7 indicate that majority (66%) of the respondents visited the restaurants at least 10 times in a month, while 29.9% at least 5 times and 4.1% less than 5 times. Thus, the respondents had their hygiene expectations met due to regular dining at the restaurant.
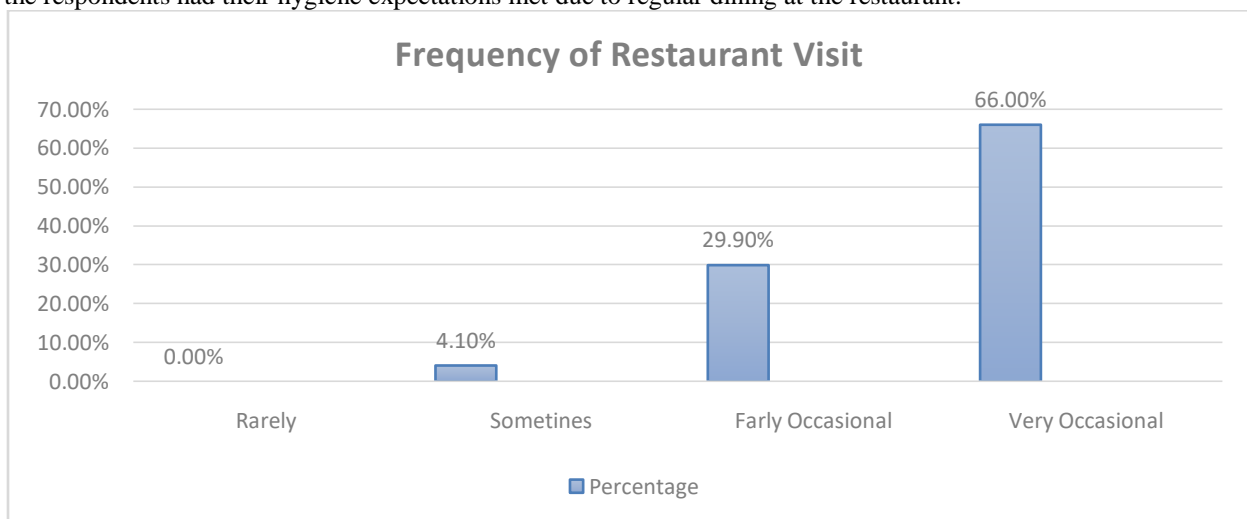

Frequency of Restaurant Visit

Figure 4.7:- Frequency of restaurant visit in a month.

Specific times of preference for restaurant visit
The study assessed whether there was any specific time you prefer to visit the restaurant. All respondents (100%) agreed that there was specific time for restaurant visit. The reasons for time selection were cited as presented in figure 4.8 respectively as: menu offers for lunch/dinner (34%), entertainment (28.7%) service quality (25.8%) and lower customer traffic (20.5%). Thus, though the reasons were varied, restaurant operations strategies influenced customers decision to visit the restaurants.
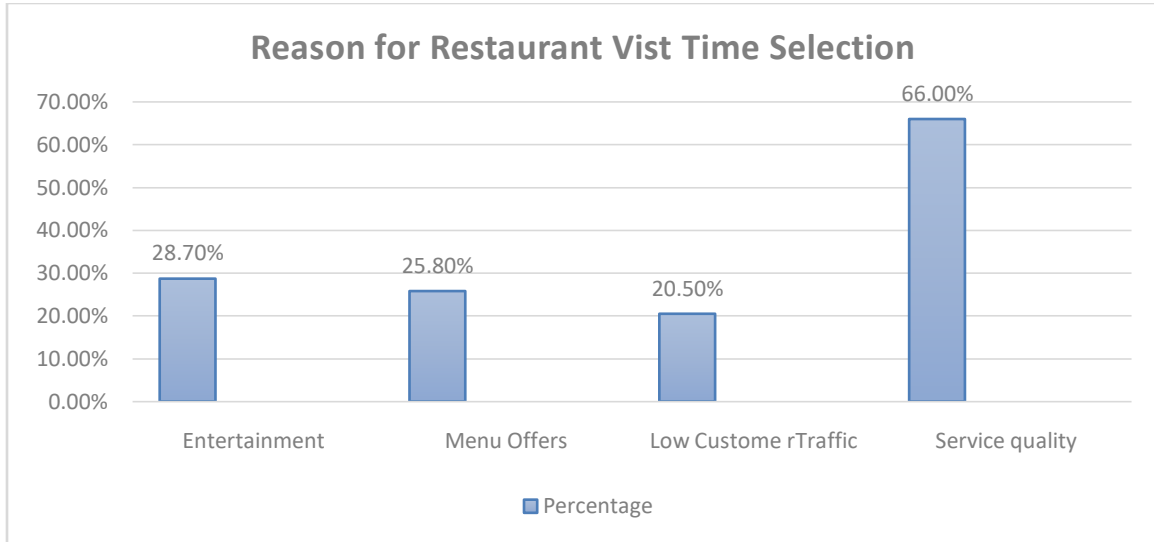

Figure 4.8:- Reasons for Restaurant Visit time selection.

Effects of hygiene and sanitation
The study evaluated the effect of hygiene and sanitation on customer satisfaction and the performance of the restaurants. This was critical since it enable conclusion on the relationship between organizational policies and practices and customer experience on health and sanitation at the restaurant.

**Rating of the level of hygiene and sanitation within the restaurant**
The study sought respondents' opinion on health and sanitation in the restaurant. Results in figure 4.9 show the rating of hygiene and sanitation as average according to 66% of the respondents, high (29.9%) and low (4.1%). The results indicate that health and sanitation was managed by the restaurants though not to the highest of standards in most restaurants. Respondents cited occasional hygiene challenges relating to cleanliness and food handling hygiene, as well as infrastructural chall enges like ventilation during hot periods/seasons. This would eventually affect customer satisfaction as accorded by Yoo, (2012) that customers perceived that eatery tidiness is essential to them.
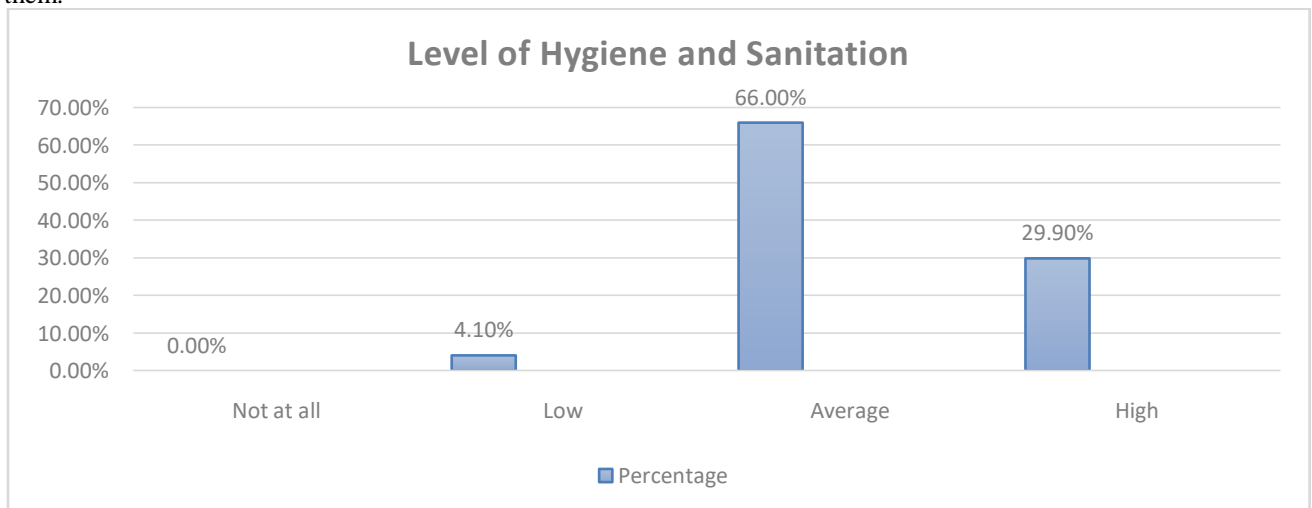
Figure 4.9:- Rating of the level of hygiene and sanitation within the restaurant.

The main challenges facing the efforts towards cultivating hygiene and sanitation in the restaurants
The study evaluated the challenges inhibiting hygiene and sanitation cultivation at the restaurants. The major reasons in terms of significance as presented in figure 4.10 were: non-compliance to health policies by staff (35.9%); poor building structures (24.6%) poor infrastructure development in location-dirty roads/pavements (20.5%); poorly trained staff (19.0%). Though there were clear guidelines and health and sanitation, the staff did not fully comply as they mishandled food, delivered contaminated food and this affected customer experience and loyalty to the restaurant. Related to this was poor training of staff who did not comply with set health standards and were not well trained on food handling, cleanliness and quality sanitation.
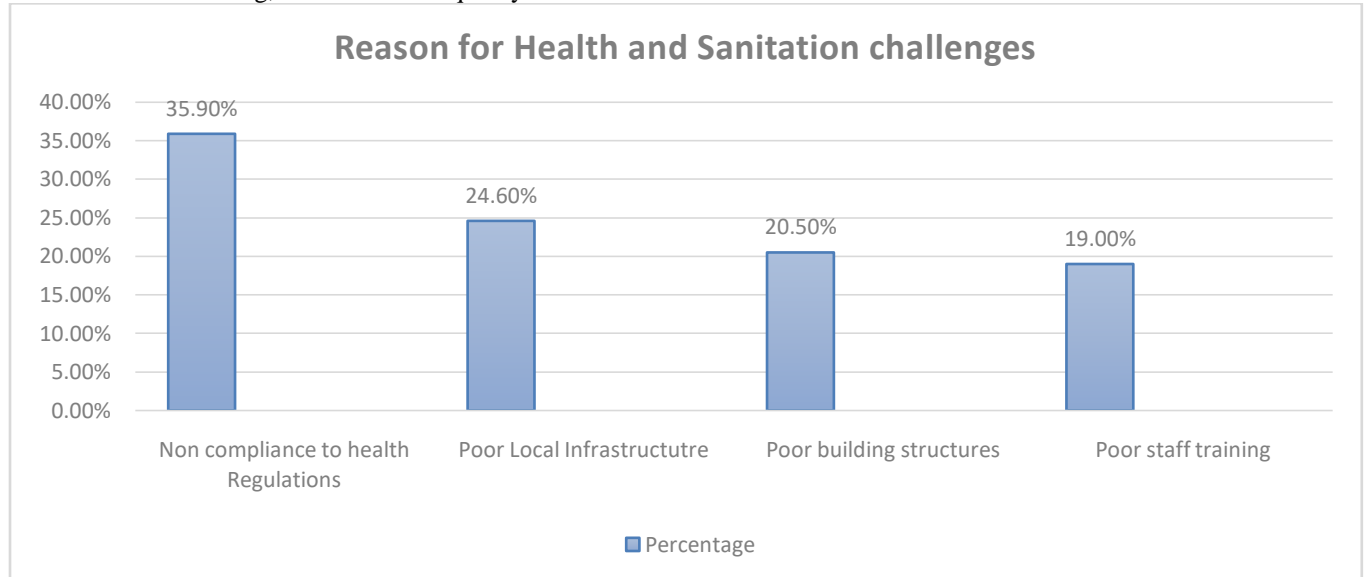
Figure 4.10:- Reasons for Health and Sanitation challenges.

Analysis of health and sanitation in the restaurants
The study evaluated the effect of hygiene and sanitation in the restaurants using various aspects. The Richter scale was applied.

Table 4.7:- Analysis of Health and Sanitation Situation in the Restaurants.

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The restaurant responds effectively to competitors and other changes within the business environment on hygiene	0%	0%	0%	100%	0%
New and improved ways of hygiene and sanitation are continuously being adopted within the restaurant	0%	56.4%	0%	43.6%	0%
Attempt to create proper hygiene within the restaurant is met with little resistance	0%	20.5%	0%	79.5%	0%
Customer comments and recommendations often lead to changes concerning hygiene	0%	0%	0%	100%	0%
Customer inputs directly influences the decisions of the restaurant	0%	34%	0%	66%	0%

The results in table 4.7 show all respondents agreeing that the restaurant responds effectively to competitors and other changes within the business environment on hygiene. This showed that the management was strategic in health and sanitation improvement and thus enhancing customer experience and sales. Innovation in health and sanitation was not regular according to over half (56.4%) of the respondents. With modern technologies, better health practices are possible, and the result makes the restaurant remain regular in customer health perceptions.

Health and sanitation changes were not met with great resistance according to 79.5% of the respondents. This implementation of new practices and policies was easy and led to faster implementation of improved hygiene

standards for better customer experience at the restaurants. All respondents agreed that customer comments and recommendations often lead to changes concerning hygiene. This showed that the restaurant management keenly noted customers' opinion on health status and made improvements for better hygiene quality.

Majority of the respondents further agreed that customer inputs directly influence the decisions of the restaurant. This shows the importance of customer perceptions and expectations on management strategy on health and sanitation at the restaurants. As recommended by Johnsen and Lacoste (2016) restaurant management should focus on social contrasts while strategizing on the best way to augment and enhance consumer loyalty.Notably, the conditions of hygiene and sanitation influenced customers experience and possibility for more customer invite through friends. Health standards were a critical expectation and perceived to be a reason for dining frequency together with other factors like service quality, products and entertainment.

Observation of Restaurants:-
The study employed a physical evaluation of the restaurants through an observation checklist. The health and sanitation records available were: health and sanitation standard codes; management reports on hygiene; housekeepers' health reports; and in a few establishments health and sanitation policy. These records available were however not updated frequently, showing laxity in hygiene management. This undermines the health strategy under HACCP framework, and public health regulations including Food, Drugs and Chemical Substances Act CAP 254 of 1992 and Public Health Act CAP 242 of 1986 of the Laws of Kenya. Regular review of the records could be indicative of monitoring and evaluation effectiveness of the health and sanitation strategies utilized at the ethnic restaurants. In regards to food storage health and hygiene, bin cards were utilized on recorded food in the stores, indicating the date of purchase. These records were however up to date, indicating management commitment to quality of food and commitment to customer health.

All the ethnic restaurants under study possessed a refrigerator (and freezers in most) where food was preserved for cooking in future. The results confirm Kisembi (2010) study that found out that refrigeration was donein 70% of the restaurants in Nairobi City County. The preservation of food in the fridge and freezers was a positive strategy towards food hygiene and safety. Importantly, appropriate temperature control keeps numerous kinds of pathogens from duplicating to the dimensions that reason nourishment borne ailment.

The cleanliness of the customer areas was evaluated for cleanliness. It was observed that majority of the restaurants had good conditions of cleanliness of floors, and walls as well as tables, chairs and counters. The cleanliness of the washrooms was however not spectacular in some restaurants. This presented health risk of illness form poor sanitation. Drainage outside and inside the restaurants was also observed. It was evident that most restaurants had constructed and maintained drainage systems, a positive indicator for good health and sanitation management.

The hygiene of staff was fairly rated and as such, there was a health insufficiency among the service staff, a critical factor affecting staff satisfaction. Cleanliness of staff ensures trust of food served for the customers. Food hygiene was however highly rated by all respondents, indicating commendable health and safety strategies in food processing in the restaurants. The hygiene of the washrooms was not highly rated by all respondents, indicating poor sanitation practices in the restaurants. The air condition in the hotels was however averagely rated, indicating that the restaurants had not effectively managed air conditioning for the comfort of the customers. In all, the health and sanitation observation results showed efficiency gaps in staff hygieneand structural strategies for aeration. The restaurants must therefore re-strategize on developing these key areas to enhance customer experience, satisfaction, loyalty and sustainable business.The adoption of modern technology may come in handy to resolve the aeration issue, while training of staff on health in customer service may be critical.

Chapter Five
Summary Of Findings, Conclusion And Recommendations:-
Introduction:-
This chapter presents a summary of study findings, conclusions drawn and recommendations for policy, practice and further studies.

Summary of Findings
This study sought to establish the effects of hygiene and sanitation on customer satisfaction in ethnic restaurants in Nairobi County. Specific focus of evaluation was on the health and sanitation measures, customers' expectations and perceptions and effect on customer satisfaction in the restaurants. Quantitative data was collected from management staff of the restaurants and then analyzed using descriptive statistical methods.

The response rate was commendable at over ninety percent. The demographic profile of respondents indicated gender parity, with majority in management level of the restaurants being middle aged adults. Majority of the respondents had vast experience in the hotel industry could objectively address health and sanitation issues under study. Most of the restaurants were African oriented and offered food and beverages and enhanced data collected on food health and sanitation.

Standards employed in hygiene and sanitation
The study evaluated the various measures adopted for health and sanitation in the ethnic restaurants to establish the policies and practices ensuring customer satisfaction. It was established by all respondents that there was a formal and clear documents stipulating food safety in the restaurants. However, field observation of the documents showed poor recording and update, a negative factor to effective hygiene management. The results on the level of food safety at the meal's preparation and storage processes showed majority of the respondents rating it high, a positive practice for customer satisfaction at the restaurants. Notably, utilization of updated bin cards and food storage systems enable quick analysis of quality and health standards especially for raw and perishable foods.

The study further evaluated the health and safety environment at the restaurants. Results showed fairhealth structural conditions of the restaurant premises. Field observation results support the respondents' opinion, whereby majority of the restaurants had good conditions of cleanliness of floors, and walls as well as tables, chairs and counters. The cleanliness of the washrooms was however not spectacular in some restaurants. Results showed a fair rating of the structural measures for health at the premises. Seemingly, some of the restaurants had a conducive health environment while others did not, a situation requiring management intervention to improve customer experience. The descriptive results were supported by observations made in field visits, with the main concern for sanitation for some restaurants whereby washrooms cleanliness was not highly regarded.

Customer expectations on hygiene and sanitation
The study evaluated customers' expectations on health and sanitation at the restaurant. In this regard, the customer's first expectation when entering the restaurant was sought and results showed that health, service quality, ambience and pricing respectively. As such, health was important to majority of restaurant customers and therefore a critical management consideration in operations strategy. Hygiene levels of the restaurants was rated by over sixty percent as satisfactory, supporting earlier findings of effective management measures on health and sanitation.

To strengthen customer expectations, frequency of dining was sought. Results showed that over sixty percent dined regularly, an indication of satisfaction of health and services. In regards to preferred dining time, results showed all respondents citing that there was specific time for restaurant visit. The reasons for time selection were cited as mealtime, entertainment service quality and lower customer traffic respectively. Thus, though the reasons were varied, restaurant operations strategies influenced customers decision to visit the restaurants. This was in addition to health expectations.

Effect of Health and Sanitation of Customer Satisfaction
The study evaluated the effect of hygiene and sanitation on customer satisfaction and the performance of the restaurants. Respondents' opinion was sought on health and sanitation in the restaurant. Results showed an average rating by over sixty percent of the respondents. The results indicated that health and sanitation was managed by the restaurants though not to the highest of standards in most restaurants. Major health management constraints respectively were: non-compliance to health policies by staff; poor building structures; poor infrastructure development in location-dirty roads/pavements; and poorly trained staff.

In terms of management response to customer and market environment, all respondents agreeing that the restaurant responded effectively to competitors and other changes within the business environment on hygiene. Innovation in health and sanitation was not regular according to over half of the respondents. However, health and sanitation changes were not met with great staff resistance according to majority of the respondents. All respondents agreed

that customer comments and recommendations often led to changes concerning hygiene. Majority of the respondents further agreed that customer inputs directly influence the decisions of the restaurant.

Overall, this shows management's recognition of the importance of customer perceptions and expectations on management strategy on health and sanitation at the restaurants. Notably, the conditions of hygiene and sanitation influenced customers experience and possibility for more customer invite through friends. Health standards were a critical expectation and perceived to be a reason for dining frequency together with other factors like service quality, products and entertainment.

Conclusion:-
Health and sanitation are critical in the food and beverage industry. Food consumption requires these two aspects to ensure customer safety and satisfaction. However, challenges are experienced by customers including food poisoning, respiratory and sanitation related illnesses after visit restaurants. Resultant are litigations, government censor, financial and clientele losses and closure of premises. This study thus sought to establish the effect health and sanitation on customer satisfaction in ethnic restaurants.

The study findings showed that restaurants had clear policies for health and safety, though compliance was later found to be a challenge leading to unhygienic handling of food and customer dissatisfaction. Structurally, health measures were ineffective in some restaurants, leading to customer discomfort and low frequency of visits. Customers expect a restaurant with good health on first instinct and determined preference. Thus, this must be a critical focus for managers. The study however established that the management responded to customer complaints and implemented hygiene changes. As such, it can be concluded that health measures, customer expectations and perceptions had an effect on customer satisfaction and the performance of the restaurants.

Recommendations:-
The study upon findings and conclusion recommends that first, regular capacity building of staff on health and sanitation policies and standards should be conducted. This would enhance compliance and proper food handling leading to higher customer satisfaction. Also, regular reviews of the restaurant buildings to ensure conducive environment for dining should be undertaken. Training of staff on food handling as well as effective supervision would enhance customer experience at the restaurants.

The study further recommends that management should routinely ensure cleanliness of the restaurants to provide customers with a good ambience and thereby enhance the combine effect of satisfaction with service quality. Affiliation with HACCP is perfect with the execution of value including the ISO 9000 arrangement that respects the chance to team up in investigations of eateries sustenance and in the advancement of techniques and plans of activity for better customer experience. Importantly, the management of the restaurant should keep innovating on new technologies for to enhance efficiency and quality of health and sanitation.

Suggestions for Further Research:-
The study recommends the following further studies to:
1. Evaluate the effect of staff skills on customer satisfaction in restaurants.
2. Assess the effect of ethnic cuisines on the performance of restaurants.
3. Explore the impact of health and safety technologies on customer experience in restaurants.

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