



## Enhanced School-Based Cafeteria Services Guide in a Technological University

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### ABSTRACT

This study assessed the cafeteria services at Cebu Technological University during the Academic Year 2015-2016 as bases to formulate an enhanced school-based cafeteria services guide. This study was conducted on all CTU campuses: Argao, Barili, Carmen, Camotes, Daan-Bantayan, Danao, Main, Moalboal, and Tuburan Campus. The respondents were the 48 cafeteria personnel and 143 students. This research utilized the descriptive method, and the main instrument used in obtaining data was the questionnaire. The data were treated and gathered using simple percentages and weighted mean and were subject to statistical treatment. The majority of the Cafeteria Personnel belonged to the age bracket of 21-50 years, males and single. Despite the lack of service personnel, all the campuses had personnel who were very courteous and polite. They gave equal treatment to the students, employees, and teachers. They also provide services during the schools' student affairs, efficient and patient when responding to the complaints or needs of the clientele. Hiring more personnel and letting them undergo proper training and seminars is recommended. Improve the equipment and facilities of the school canteens on the campuses. It should be updated with modern technology that could be used in the cafeteria. And to follow the enhanced school-based cafeteria services guide to develop and improve the management of the cafeteria in the schools and universities in the system.

**KEYWORDS:** *Development Education, School-based Cafeteria, services, guide, vocational education, Cebu Technological University, Cebu*

### 1 INTRODUCTION

Food is one of the basic needs of human beings. Generally, every living being has to eat to live and survive. The typical meal of every person consists of the basic requirements of food items necessary for daily activities. Usually, people love to eat foods that are cooked at home. However, it can be fun if they find an

opportunity to eat out. Some places offer a lot for people who want to take delight in eating. They can easily find restaurants, eateries, carenderias, cafeterias, eat-all-you-can, and barbecue houses that offer various mouth-watering dishes. There are also various big halls and hotels that offer expert catering services for special occasions like weddings, parties, and birthdays. They provide excellent and nutritious food for the gatherings. These establishments are present in all parts of the world and are now growing in number.

According to Geneva (2010), some of the food spent by the world population is supplied by the food industries, which are run by the multinational corporation with the help of concentrated farming and agricultural technology and process. Food safety and food security were monitored and checked by International Association for Food Protection, World Resources Institute, World Food Program, Food, and Agriculture Organization, and International Food Information Council. It helps to address issues and concerns like sustainability, biological diversity, climate change, nutritional economics, population growth, water supply, and access to food. The right of humans to have food and be free from hunger was an obligatory aspect of the International Covenant on Economic, Social, and Cultural Rights (ICESCR)

Knowingly, food has received aggregate attention in the Philippines due to several factors. First, an upright proportion of food launches are of small and medium measure where strict application of food safety regulations is obligatory. Second, poverty remains a major factor to reckon with, resulting in low literacy on food safety, especially in food areas. Third, consumers appreciate wider choices and lower prices under a more tightened trade management but are usually not so well-informed on the production, storage, and control processes presented for commodities. Fourth, the varying lifestyles of many Filipinos have required them to depend on fast food. Office work has taken so much time away from household chores, thus producing high demand for fast-food centers and even mobile refectories where food safety is doubtful on several counts, which is one of the major problems on food service. Appropriately, the lack of nationwide epidemiologic surveillance data makes it hard to come up with tangible generalizations on the extent of food-borne diseases due to inadequate food

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management.

In this matter, this subject area of the university, the researcher is interested in conducting this study on food services in Cafeteria Services at the Cebu Technological University, the output of which is enhanced school-based cafeteria services guide in the technological university.

This study was based on some legal bases, executive orders, republic acts, circulars, and other implementing guidelines issued by the concerned government agencies read and gathered by the researcher to strengthen and support its purpose.

DepEd Order No. 8, s. 2007 issued to implement the guidelines on the operations and management used to improve and enhance the school canteens in public and private elementary and secondary schools. It also served to support mandate article 2 of Republic Act No. 6938 (DepEd Order, February 6, 2007). These guidelines include the observance to food safety procedures which mean to be enforced, required, and needed by fulfilling the following; clean drinking water availability and hand washing facilities; well-maintained, clean, well-examined, and pest-free environment; availability of food covers and ampoules for safekeeping; and sanitized practices on food provision, cooking display and serving and storage. The canteen personnel should be highly encouraged to undergo proper training on handling food safety and managing food production.

Another DepEd Order No. 52 s. 2008 mentioned the effectiveness of the management of the school canteens based on the safety guidelines dwells on safety guidelines for effective management of school canteens. This further ordered that an inspection team be tasked to ensure adherence to standards on quality, handling, controlling, and serving of food in the school canteen and food safety standards and that sanitary practices are strictly observed and implemented.

Palacio (2009) cited that the ISO 22000 certification allows certain industries of food that are capable of handling food safely to customers. At that time, a crisis where much affecting all food aspects as well as the safety of the consumers. It becomes as one vital issue of having a lack of food safety. That is why ISO 22000 certification was implemented to protect the customers and improve the companies' food management.

Some managers undertake many challenges and obstacles of being in the management. For example, increasing worker productivity, decreasing production costs, maintaining employee motivation and morale, and encountering trials of hard competition are just other concerns that have persisted through the years.

People constantly have the primary importance of management. Though, the outlooks on why people work and how they have been managed. In some aspects, these changes have co-occurred because the current conditions uttered the need for such alterations in management.

The core purpose of the study was to assess the School-Based Cafeteria Services of all the campuses of

Cebu Technological University as a basis for guide enhancement.

## **2 MATERIALS AND METHODS**

This study used the descriptive research methodology to define the profile of the personnel in terms of age and gender; civil status; position/ designation; highest educational qualification; years of experience; and training/seminars attended in food management; the profile of the cafeteria services as to the capacity of the establishment; the number of service personnel focused on waiters/waitresses, kitchen, maintenance, office/accounting; menu served; and catering packages; and lastly, the level of cafeteria services as to food safety which included good practices, location, equipment, and other facilities, sanitation and hygiene, production and process control, and quality control.

The first part of the study is gathering pertinent data needed in the study using teacher's made questionnaire validated by the Campus Director through screening and checking. It includes the status of personnel and students in terms of age and gender, civil status, position/designation, highest educational attainment, trainings/seminars attended in food management; and the profile in the cafeteria services, number of service personnel, menu served and, food services, personnel services, menu preparation, physical condition and food handling, nutritious food served, and good practices; personal hygiene, equipment, and other facilities, sanitation and hygiene and quality control, and the problems met in cafeteria services.

The second part consists of the methods of how the study was conveyed, which encompasses designing the problem, collecting data, giving the data, tabulating the data, and drawing conclusions.

And the third part is the output of the study, which is the formulation of the Enhanced School-Based Cafeteria Services Guide in the Technological University.

The study was conducted on all CTU campuses: Argao, Barili, Carmen, Camotes, Daan-Bantayan, Danao, Main, Moalboal, and Tuburan Campus. The respondents were the 48 cafeteria personnel and 143 students. This research utilized the descriptive method, and the main instrument used in obtaining data was the questionnaire. The data were treated and gathered using simple percentages and weighted mean and were subject to statistical treatment.

### **Statistical Treatment**

This study used the following statistical tools to compute the data gathered.

1. Simple Percentage. This formula was used to determine the profile of the respondents as to age and gender, civil status, position/ designation; highest

educational qualification; years of experience; and training/seminars attended in food management.

2. Weighted Mean. This was used to determine the profile of the cafeteria services as to the capacity of the establishment; the number of service personnel focused on waiters/waitresses, kitchen, maintenance, office/accounting; menu served; and catering packages; and the level of cafeteria services as to food safety which included good practices, location, equipment, and other facilities, sanitation and hygiene, production and process control, and quality control.

The data gathered from the questionnaire respondents were classified according to the scoring procedures. We used the three-point rating scale to describe the performance and appearance of service personnel and cafeteria service.

Where:

Scale	Criteria	Description
2.34- 3.00	Very Satisfactory	Cafeteria has achieved more than what is expected
1.67-2.30	Satisfactory	Cafeteria has achieved less than what is expected
1.00- 1.66	Unsatisfactory	Cafeteria has not achieved what is expected

### 3 RESULTS AND DISCUSSIONS

The result from the data collected, tabulated, and analyzed using suitable statistical treatment is the following vis-à-vis. Table 1 describes the age of the respondents. Most of the Cafeteria Personnel were below 20 years old, and most were male and single.

Most of the Cafeteria Personnel were college level, and worked of below 5 years, attended seminars/trainings for more than 10 years. The majority of the students belonged to below 20 years old, and most were female and single.

As revealed in Table 2, The overall rating of Personnel Service on the cafeteria of Identified Campus: In Argao Campus with a computed average mean of 2.59 rating was Very Satisfactory; In Barili Campus 2.25, Satisfactory; In Carmen Campus 2.69 Very Satisfactory; Main Campus 2.35, Very Satisfactory; Daan Bantayan Campus 2.06, Satisfactory; In Danao Campus 1.86, Satisfactory; In Moalboal Campus 2.92, Very Satisfactory; In Camotes Campus 2.36, Very Satisfactory; and In Tuburan Campus 2.23, Satisfactory.

Legend:

Xf = Weighted Mean of the Cafeteria Personnel Respondents

Xs = Weighted mean of the Student Respondents

Xa = Average Weighted Mean of Respondents

I = Interpretation

Scale:

2.34 – 3.00	VERY SATISFACTORY (VS)
1.67 – 2.33	SATISFACTORY (S)
1.00 – 1.66	UNSATISFACTORY (US)

Table 1. Respondent’s Age (N=48)

CTU Campuses	Distribution	Distribution									Total
		Argao	Barili	Carmen	Camotes	Daanbantayan	Danao	Main	Moalboal	Tuburan	
More than 60 yrs. old	f	1	0	0	0	0	0	0	0	0	1
	%	2	0	0	0	0	0	0	0	0	2
41 – 60 yrs. old	f	2	0	1	0	0	3	0	2	0	8
	%	4	0	2	0	0	6	0	0	0	16
21 – 40 yrs. old	f	3	4	3	3	0	1	5	1	2	22
	%	6	8	6	6	0	2	12	2	4	46
Below 20 yrs. old	f	0	0	0	1	2	0	10	1	3	17
	%	0	0	0	2	6	0	20	2	6	36
<b>Total</b>	<b>f</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>15</b>	<b>4</b>	<b>5</b>	<b>48</b>
	<b>%</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>32</b>	<b>8</b>	<b>11</b>	<b>100</b>

Table 2. Summary table on the personnel services in the school-based cafeteria of the identified campuses perceived by the students'/personnel respondents (N=191)

<b>Campuses</b>	<b>Scaling</b>	a. Personnel are courteous and polite	b. Equal treatment is given to students, employees, and teachers.	c. They are responsive to the needs of the customers.	d. Cafeteria provides services during school and student affairs.	e. Services of personnel are efficient.	f. Personnel are patient when their complaints or needs by the clientele.	g. Personnel are honest in their jobs.	Average Weighted Mean
<b>Argao</b>	<b>Xf</b>	2.50	2.70	2.70	2.70	2.70	2.50	2.33	<b>2.59</b>
	<b>Xs</b>	2.63	2.50	2.38	2.69	2.56	2.44	3.00	<b>2.60</b>
	<b>Xa</b>	2.56	2.60	2.54	2.69	2.63	2.47	2.67	<b>2.59</b>
	<b>I</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>
<b>Barili</b>	<b>Xf</b>	2.75	2.25	2.50	2.50	2.00	2.25	2.25	<b>2.36</b>
	<b>Xs</b>	1.94	2.19	2.50	2.19	2.13	2.00	2.00	<b>2.13</b>
	<b>Xa</b>	2.34	2.22	2.50	2.34	2.06	2.13	2.13	<b>2.25</b>
	<b>I</b>	<b>VS</b>	<b>S</b>	<b>VS</b>	<b>VS</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>S</b>
<b>Carmen</b>	<b>Xf</b>	3.00	3.00	2.75	3.00	2.75	2.75	3.00	<b>2.89</b>
	<b>Xs</b>	2.06	2.67	2.56	2.56	2.61	2.50	2.50	<b>2.49</b>
	<b>Xa</b>	2.53	2.83	2.65	2.78	2.68	2.63	2.75	<b>2.69</b>
	<b>I</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>
<b>Camotes</b>	<b>Xf</b>	2.50	2.00	2.00	2.50	2.25	2.50	2.25	<b>2.29</b>
	<b>Xs</b>	2.53	2.40	2.27	2.60	2.47	2.33	2.47	<b>2.44</b>
	<b>Xa</b>	2.52	2.20	2.13	2.55	2.36	2.42	2.36	<b>2.36</b>
	<b>I</b>	<b>VS</b>	<b>S</b>	<b>S</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>
<b>Daanbantayan</b>	<b>Xf</b>	2.50	2.00	1.50	1.50	2.00	2.50	2.50	<b>2.07</b>
	<b>Xs</b>	2.08	2.00	2.17	2.08	1.83	2.00	2.17	<b>2.05</b>
	<b>Xa</b>	2.29	2.00	1.83	1.79	1.92	2.25	2.33	<b>2.06</b>
	<b>I</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>VS</b>	<b>S</b>
<b>Danao</b>	<b>Xf</b>	2.25	2.25	2.25	2.00	1.75	1.75	2.00	<b>2.04</b>
	<b>Xs</b>	1.94	1.29	1.94	2.06	1.29	1.00	2.24	<b>1.68</b>
	<b>Xa</b>	2.10	1.77	2.10	2.03	1.52	1.38	2.12	<b>1.86</b>
	<b>I</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>US</b>	<b>US</b>	<b>S</b>	<b>S</b>
<b>Main</b>	<b>Xf</b>	2.70	2.33	2.70	2.73	2.53	2.53	2.60	<b>2.59</b>
	<b>Xs</b>	2.00	2.10	2.10	2.10	2.00	2.30	2.20	<b>2.11</b>
	<b>Xa</b>	2.35	2.22	2.40	2.42	2.27	2.42	2.40	<b>2.35</b>
	<b>I</b>	<b>VS</b>	<b>S</b>	<b>VS</b>	<b>VS</b>	<b>S</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>
<b>Moalboal</b>	<b>Xf</b>	3.00	3.00	3.00	3.00	3.00	3.00	3.00	<b>3.00</b>
	<b>Xs</b>	2.89	2.83	2.89	2.78	2.83	2.78	2.94	<b>2.85</b>
	<b>Xa</b>	2.94	2.92	2.94	2.89	2.92	2.89	2.97	<b>2.92</b>
	<b>I</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>
<b>Tuburan</b>	<b>Xf</b>	2.80	2.60	2.40	2.80	2.80	2.80	2.80	<b>2.56</b>
	<b>Xs</b>	1.22	2.00	1.78	1.89	1.72	1.72	1.89	<b>1.84</b>
	<b>Xa</b>	2.01	2.30	2.09	2.34	2.26	2.26	2.34	<b>2.20</b>
	<b>I</b>	<b>S</b>	<b>S</b>	<b>S</b>	<b>VS</b>	<b>S</b>	<b>S</b>	<b>VS</b>	<b>S</b>
<b>Total</b>	<b>Xf</b>	<b>2.67</b>	<b>2.46</b>	<b>2.42</b>	<b>2.53</b>	<b>2.42</b>	<b>2.51</b>	<b>2.53</b>	<b>2.50</b>
	<b>Xs</b>	<b>2.14</b>	<b>2.22</b>	<b>2.29</b>	<b>2.33</b>	<b>2.16</b>	<b>2.12</b>	<b>2.38</b>	<b>2.23</b>
	<b>Xa</b>	<b>2.40</b>	<b>2.34</b>	<b>2.35</b>	<b>2.43</b>	<b>2.29</b>	<b>2.31</b>	<b>2.45</b>	<b>2.37</b>
	<b>I</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>VS</b>	<b>S</b>	<b>S</b>	<b>VS</b>	<b>VS</b>

As presented in Table 3, it was noted that in terms of menu preparation, The overall rating of Menu

Preparation on the cafeteria of Identified Campus: In Argao Campus with a computed average mean of 2.42

Table 3. Summary table of menu preparation on the cafeteria as perceived by the students'/personnel respondents of identified campus (N=191)

Campuses	Scaling	a. Serve low cost foods but of nutritive value.	b. Forecasting is strictly followed and monitored.	c. Milk, hot beverages and fruits are served.	d. Special dishes are served for special event.	e. Vegetables are available every day.	f. Appetizers and salads are available	g. Native delicacies are served daily.	h. Carbonated drinks are served	Average Weighted Mean
Argao	Xf	2.83	2.33	2.2	2.5	3	2.33	2.33	2.83	<b>2.54</b>
	Xs	2.5	2.38	2.25	2.38	2.69	2.25	1.31	2.69	<b>2.31</b>
	Xa	2.67	2.35	2.23	2.44	2.84	2.29	1.82	2.76	<b>2.42</b>
	I	VS	VS	S	VS	VS	S	S	VS	VS
Barili	Xf	2.25	2	2.5	2	3	2	2.25	2.5	<b>2.31</b>
	Xs	2.31	1.94	2.26	1.81	2.56	1.69	2.25	2.25	<b>2.13</b>
	Xa	2.28	1.97	2.38	1.91	2.78	1.84	2.25	2.38	<b>2.22</b>
	I	S	S	VS	S	VS	S	S	VS	S
Carmen	Xf	2.75	3	2.5	2	2	2.25	2.75	2.75	<b>2.5</b>
	Xs	2.39	2.56	2.17	2.5	2.61	2.33	2.33	2.17	<b>2.38</b>
	Xa	2.57	2.78	2.33	2.25	2.31	2.29	2.54	2.46	<b>2.44</b>
	I	VS	VS	VS	S	S	S	VS	VS	VS
Camotes	Xf	2.5	2	2.25	1.75	2.25	2.25	2.75	2.25	<b>2.25</b>
	Xs	2.4	2.73	1.93	1.87	2.33	2.07	2	2.13	<b>2.34</b>
	Xa	2.45	2.37	2.09	1.81	2.29	2.16	2.38	2.19	<b>2.3</b>
	I	VS	VS	S	S	S	S	VS	S	S
Daanbantayan	Xf	3	3	2.5	1.5	2.5	2.5	2.5	2.5	<b>2.5</b>
	Xs	2.33	2.08	1.83	1.83	2.25	1.75	2.08	1.92	<b>2.01</b>
	Xa	2.67	2.54	2.17	1.67	2.38	2.13	2.29	2.21	<b>2.26</b>
	I	VS	VS	S	S	VS	S	D	S	S
Danao	Xf	2.25	1.75	1.75	1.5	2.25	2	1.75	2.25	<b>1.94</b>
	Xs	2.35	1.65	2.24	1.53	2.82	1.35	2.29	2.71	<b>2.12</b>
	Xa	2.3	1.7	1.99	1.51	2.54	1.68	2.02	2.48	<b>2.03</b>
	I	S	S	S	US	VS	S	S	VS	S
Main	Xf	2.8	2.53	2.7	2.73	2.9	2.27	2.33	2.47	<b>2.59</b>
	Xs	2	1.8	1.8	1.9	2.3	1.5	1.9	1.9	<b>2.18</b>
	Xa	2.4	2.17	2.25	2.32	2.6	1.89	2.12	2.19	<b>2.39</b>
	I	VS	S	S	S	VS	S	S	S	VS
Moalboal	Xf	3	3	3	3	3	1.25	1.5	2.5	<b>2.53</b>
	Xs	2.56	2.61	2.33	2.44	2.06	1.72	2.5	2.5	<b>1.89</b>
	Xa	2.78	2.81	2.67	2.72	2.53	1.49	2	2.5	<b>2.21</b>
	I	VS	VS	VS	VS	VS	US	S	VS	S
Tuburan	Xf	2.4	2.6	2.6	2.8	2.4	1.8	2.6	2.8	<b>2.5</b>
	Xs	1.67	1.83	1.78	1.83	1.72	1.22	1.44	2	<b>1.69</b>
	Xa	2.03	2.22	2.19	2.32	2.06	1.52	2.02	2.4	<b>2.09</b>
	I	S	S	S	S	S	US	S	VS	S
Total	Xf	<b>2.64</b>	<b>2.47</b>	<b>2.44</b>	<b>2.2</b>	<b>2.59</b>	<b>2.07</b>	<b>2.31</b>	<b>2.54</b>	<b>2.41</b>
	Xs	<b>2.28</b>	<b>2.18</b>	<b>2.06</b>	<b>2.01</b>	<b>2.37</b>	<b>1.76</b>	<b>2.01</b>	<b>2.25</b>	<b>2.12</b>
	Xa	<b>2.46</b>	<b>2.32</b>	<b>2.25</b>	<b>2.1</b>	<b>2.48</b>	<b>1.92</b>	<b>2.16</b>	<b>2.4</b>	<b>2.26</b>
	I	VS	S	S	S	VS	S	S	VS	S

Table 4. Summary table of physical conditioning and food handling in the cafeteria of identified campus as perceived by the students'/personnel respondents (N=191)

Campuses	Scaling											Average Weighted Mean
		a. Doors and windows are cleaned	b. Garbage cans are covered and collected.	c. Food display is properly covered.	d. Free from dust, flies, ants, cockroaches etc.	e. Food handles are clean and free from communication diseases.	f. Food cabinets and displays counters are properly screened.	g. Cooking area is free from undesirable odor.	h. Comfort rooms are clean.	i. Silverwares are wrapped with table cloth	j. Surroundings of the cafeteria are cleaned	
Argao	Xf	1.70	2.30	2.50	2.50	2.80	1.30	2.30	2.20	2.00	2.20	<b>2.18</b>
	Xs	2.19	2.44	2.44	2.63	2.56	2.50	2.50	2.00	1.81	2.44	<b>2.34</b>
	Xa	1.94	2.37	2.47	2.56	2.68	1.90	2.40	2.10	1.91	2.32	2.26
	I	S	VS	VS	VS	VS	S	VS	S	S	S	S
Barili	Xf	2.00	2.00	2.50	2.00	2.25	1.00	1.00	1.75	1.50	2.25	<b>1.83</b>
	Xs	2.25	2.50	2.75	2.50	2.69	2.31	2.25	1.88	1.13	2.06	<b>2.25</b>
	Xa	2.13	2.25	2.63	2.25	2.47	1.66	1.63	1.81	1.31	2.16	2.04
	I	S	S	VS	S	VS	US	US	S	US	S	S
Carmen	Xf	2.75	2.75	2.75	2.75	2.75	2.50	2.50	2.25	2.00	2.50	<b>2.55</b>
	Xs	2.44	2.44	2.28	2.89	2.28	2.33	2.17	2.00	2.11	2.33	<b>2.33</b>
	Xa	2.60	2.60	2.51	2.82	2.51	2.42	2.34	2.13	2.06	2.42	2.44
	I	VS	VS	VS	VS	VS	VS	VS	S	S	VS	VS
Camotes	Xf	2.75	2.75	2.75	2.25	2.50	2.25	2.25	2.75	1.75	2.50	<b>2.45</b>
	Xs	2.27	2.47	2.53	2.40	2.33	2.27	2.13	2.33	1.60	2.27	<b>2.26</b>
	Xa	2.51	2.61	2.64	2.33	2.42	2.26	2.19	2.54	1.68	2.38	<b>2.35</b>
	I	VS	VS	VS	S	VS	S	S	VS	S	VS	VS
Daanbantayan	Xf	2.50	2.50	2.50	2.50	2.00	2.00	2.50	1.00	3.00	3.00	<b>2.35</b>
	Xs	2.17	2.17	2.33	2.00	2.08	2.17	1.75	2.00	1.92	1.83	<b>2.06</b>
	Xa	2.33	2.33	2.42	2.26	2.04	2.08	2.13	1.50	2.46	2.42	2.21
	I	VS	VS	VS	S	S	S	S	US	VS	VS	S
Danao	Xf	2.75	2.50	2.00	2.00	1.75	3.00	2.00	1.50	1.75	1.50	<b>2.08</b>
	Xs	2.41	2.24	1.94	1.82	2.00	1.82	1.53	1.53	1.35	2.12	<b>1.85</b>
	Xa	2.58	2.37	1.97	1.91	1.88	2.41	1.76	1.51	1.55	1.81	1.96
	I	VS	VS	S	S	S	VS	S	US	US	S	S
Main	Xf	2.53	2.40	2.40	2.50	2.70	2.53	2.70	1.90	2.20	2.27	<b>2.41</b>
	Xs	2.10	2.10	2.30	1.80	1.80	1.80	1.70	1.90	1.60	1.60	<b>1.90</b>
	Xa	2.32	2.25	2.35	2.15	2.25	2.17	2.20	1.90	1.90	1.94	2.16
	I	S	S	VS	S	S	S	S	S	S	S	S
Moalboal	Xf	2.00	2.00	0.00	3.00	3.00	2.75	3.00	2.25	2.25	2.00	<b>2.30</b>
	Xs	2.50	2.83	2.83	2.67	2.61	2.67	2.67	2.44	2.44	2.67	<b>2.63</b>
	Xa	2.25	2.42	1.42	2.83	2.81	2.71	2.83	2.35	2.72	2.33	<b>2.48</b>
	I	S	VS	US	VS	VS	VS	VS	VS	VS	VS	VS
Tuburan	Xf	2.40	2.80	2.60	2.80	2.80	2.80	2.60	2.80	1.40	2.60	<b>2.56</b>
	Xs	1.72	1.78	1.94	1.94	1.94	1.83	1.83	1.89	1.67	1.78	<b>1.84</b>
	Xa	2.06	2.29	2.27	2.37	2.37	2.32	2.22	2.34	1.53	2.19	2.20
	I	S	S	S	VS	VS	S	S	VS	US	S	S
Total	Xf	<b>2.38</b>	<b>2.44</b>	<b>2.22</b>	<b>2.48</b>	<b>2.51</b>	<b>2.24</b>	<b>2.32</b>	<b>2.04</b>	<b>2.07</b>	2.31	<b>2.30</b>
	Xs	<b>2.23</b>	<b>2.33</b>	<b>2.37</b>	<b>2.29</b>	<b>2.26</b>	<b>2.19</b>	<b>2.06</b>	<b>2.00</b>	<b>1.74</b>	2.12	<b>2.16</b>
	Xa	<b>2.30</b>	<b>2.39</b>	<b>2.30</b>	<b>2.39</b>	<b>2.38</b>	<b>2.21</b>	<b>2.19</b>	<b>2.02</b>	<b>1.90</b>	2.22	<b>2.23</b>
	I	S	VS	S	VS	VS	S	S	S	S	S	S

was Very Satisfactory; In Barili Campus 2.22 Satisfactory; In Carmen Campus 2.44, Very Satisfactory; Main Campus 2.24, Satisfactory; Daan Bantayan Campus 2.26 Satisfactory; In Danao Campus 2.03 Satisfactory; In Moalboal Campus 2.44 Very Satisfactory, In Camotes Campus 2.22, Satisfactory; and In Tuburan Campus with 2.09 was Satisfactory.

Legend:

Xf = Weighted Mean of the Cafeteria Personnel Respondents

Xs = Weighted mean of the Student Respondents

Xa = Average Weighted Mean of Respondents

I = Interpretation

Scale:

2.34 – 3.00 VERY SATISFACTORY (VS)

1.67 – 2.33 SATISFACTORY (S)

1.00 – 1.66 UNSATISFACTORY (US)

As shown in Table 4, the overall rating of Physical Conditioning and Food Handling of Identified Campus: In Argao Campus with a computed average mean of 2.27 rating was Satisfactory; In Barili Campus 2.03, Satisfactory; In Carmen Campus 2.44, Very Satisfactory, Main Campus 2.14, Satisfactory; Daan Bantayan Campus 2.20, Satisfactory, In Danao Campus 1.98, Satisfactory; In Moalboal Campus with 2.47 was Very Satisfactory; In Camotes Campus 2.36, Very Satisfactory; and In Tuburan Campus 2.20, Satisfactory.

Legend:

Xf = Weighted Mean of the Cafeteria Personnel Respondents

Xs = Weighted mean of the Student Respondents

Xa = Average Weighted Mean of Respondents

I = Interpretation

Scale:

2.34 – 3.00 VERY SATISFACTORY (VS)

1.67 – 2.33 SATISFACTORY (S)

1.00 – 1.66 UNSATISFACTORY (US)

As presented in Table 5, the overall rating of Nutritious Food Served in the Cafeteria of Identified Campus. As nutritious foods served, Argao Campus, with a computed average mean of 2.33, Very Satisfactory; Barili Campus 2.00, Satisfactory; Carmen Campus 2.65, Very Satisfactory; Campus 2.43, Very Satisfactory; Daan Bantayan Campus 2.19, Satisfactory; Danao Campus 2.09, Satisfactory; Main Campus 2.22 Satisfactory; Moalboal Campus 2.25, Satisfactory; and Tuburan Campus 2.11 Satisfactory. The overall rating of 2.24 was Satisfactory.

Legend:

Xf = Weighted Mean of the Cafeteria Personnel

Respondents

Xs = Weighted mean of the Student Respondents

Xa = Average Weighted Mean of Respondents

I = Interpretation

Scale:

2.34 – 3.00 VERY SATISFACTORY (VS)

1.67 – 2.33 SATISFACTORY (S)

1.00 – 1.66 UNSATISFACTORY (US)

The overall rating of Personal Hygiene of personnel on the cafeteria of Identified Campus: It can be gleaned in Table 6 that as to personal hygiene, Argao Campus with a computed average mean of 2.31 had Very Satisfactory rating; Barili Campus 2.15, Satisfactory; Carmen Campus 2.59, Very Satisfactory; Camotes Campus 2.39, Satisfactory; Daan Bantayan Campus 2.06, Satisfactory; Danao Campus 1.99 Satisfactory; Main Campus 2.43 Satisfactory; Moalboal Campus 2.59, Very Satisfactory; and Tuburan Campus 2.19 Satisfactory.

Legend:

Xf = Weighted Mean of the Cafeteria Personnel Respondents

Xs = Weighted mean of the Student Respondents

Xa = Average Weighted Mean of Respondents

I = Interpretation

Scale:

2.34 – 3.00 VERY SATISFACTORY (VS)

1.67 – 2.33 SATISFACTORY (S)

1.00 – 1.66 UNSATISFACTORY (US)

As shown on Table 7, the overall rating of Quality Control on the cafeteria of Identified Campus: In Argao Campus with the computed average mean of 2.46 rating was Very Satisfactory; In Barili Campus 2.24, Satisfactory; In Carmen Campus 2.61, Very Satisfactory; Main Campus 2.42, Very Satisfactory; Daan Bantayan Campus with 2.18 was Satisfactory; In Danao Campus 1.92, Satisfactory; In Moalboal Campus with 2.78 was Very Satisfactory; In Camotes Campus with 2.52 was Very Satisfactory; and In Tuburan Campus 2.37, Satisfactory ratings.

As reflected in Table 8-a, and 8-b, most of the problems encountered in the cafeteria of all campuses lacked of service personnel, inadequate provision of equipment and facilities, and a potable water supply that is not suitable for drinking.

### **Enhanced Cafeteria Guide**

Observing Personnel Behavior

The personnel should:

- Undergo physical or medical exams.
- Provide pleasant accommodation to the customers

Table 5. Summary table of the nutritious food served on the cafeteria as perceived by the students/personnel respondents of identified campus (N=191)

CTU CAMPUSES	Scaling	a. Protein-rich are served.	b. Milk and fruit juices are served to provide protein and Vit. C	c. Green leafy and yellow vegetables are served to provide Vit. A	d. Menus are well-planned.	e. Low-priced nutrition hot soup dish are always available to students.	f. Cakes and cereals for snacks are nutritious.	g. Food preparation is varied to attract patrons.	Average Weighted Men
Argao	Xf	2.83	2.33	2.20	2.50	3.00	2.33	2.33	<b>2.40</b>
	Xs	2.50	2.38	2.25	2.38	2.69	2.25	1.31	<b>2.25</b>
	Xa	<b>2.67</b>	<b>2.35</b>	<b>2.23</b>	<b>2.44</b>	<b>2.84</b>	<b>2.29</b>	<b>1.82</b>	<b>2.33</b>
	I	VS	VS	S	VS	VS	S	S	S
Barili	Xf	2.25	2.00	2.50	2.00	3.00	2.00	2.25	<b>1.89</b>
	Xs	2.31	1.94	2.25	1.81	2.56	1.69	2.25	<b>2.12</b>
	Xa	<b>2.28</b>	<b>1.97</b>	<b>2.38</b>	<b>1.91</b>	<b>2.78</b>	<b>1.84</b>	<b>2.25</b>	<b>2.00</b>
	I	S	S	VS	S	VS	S	S	S
Carmen	Xf	2.75	3.00	2.50	2.00	2.00	2.25	2.75	<b>2.89</b>
	Xs	2.39	2.56	2.17	2.50	2.61	2.33	2.33	<b>2.41</b>
	Xa	2.57	2.78	2.33	2.25	2.31	2.29	2.54	2.65
	I	VS	VS	VS	S	S	S	VS	VS
Camotes	Xf	3.00	3.00	3.00	3.00	3.00	1.25	1.50	<b>2.29</b>
	Xs	2.56	2.61	2.33	2.44	2.06	1.72	2.50	<b>2.32</b>
	Xa	2.78	2.81	2.67	2.72	2.53	1.49	2.00	<b>2.43</b>
	I	VS	VS	VS	VS	VS	US	S	VS
DaanBantayan	Xf	3.00	3.00	2.50	1.50	2.50	2.50	2.50	<b>2.36</b>
	Xs	2.33	2.08	1.83	1.83	2.25	1.75	2.08	<b>2.02</b>
	Xa	2.67	2.54	2.17	1.67	2.38	2.13	2.29	2.19
	I	VS	VS	S	S	VS	S	S	S
Danao	Xf	2.25	1.75	1.75	1.50	2.25	2.00	1.75	<b>2.14</b>
	Xs	2.35	1.65	2.24	1.53	2.82	1.35	2.29	<b>2.03</b>
	Xa	2.30	1.70	1.99	1.51	2.54	1.68	2.02	2.09
	I	S	S	S	US	VS	S	S	S
Main Campus	Xf	2.50	2.00	2.25	1.75	2.25	2.25	2.75	<b>2.54</b>
	Xs	2.40	2.73	1.93	1.87	2.33	2.07	2.00	<b>2.19</b>
	Xa	2.45	2.37	2.09	1.81	2.29	2.16	2.38	<b>2.22</b>
	I	VS	VS	S	S	S	S	VS	S
Moalboal	Xf	2.80	2.53	2.70	2.73	2.90	2.27	2.33	<b>2.89</b>
	Xs	2.00	1.80	1.80	1.90	2.30	1.50	1.90	<b>1.89</b>
	Xa	2.40	2.17	2.25	2.32	2.60	1.89	2.12	<b>2.25</b>
	I	VS	S	S	S	VS	S	S	S
Tuburan	Xf	2.40	2.60	2.60	2.80	2.40	1.80	2.60	<b>2.57</b>
	Xs	1.67	1.83	1.78	1.83	1.72	1.22	1.44	<b>1.64</b>
	Xa	2.03	2.22	2.19	2.32	2.06	1.51	2.02	2.11
	I	S	S	S	S	S	US	S	S
Total	Xf	<b>2.64</b>	<b>2.47</b>	<b>2.44</b>	<b>2.20</b>	<b>2.59</b>	<b>2.07</b>	<b>2.31</b>	<b>2.44</b>
	Xs	<b>2.28</b>	<b>2.18</b>	<b>2.06</b>	<b>2.01</b>	<b>2.37</b>	<b>1.76</b>	<b>2.01</b>	<b>2.10</b>
	Xa	<b>2.46</b>	<b>2.32</b>	<b>2.25</b>	<b>2.10</b>	<b>2.48</b>	<b>1.92</b>	<b>2.16</b>	<b>2.24</b>
	I	VS	S	S	S	VS	S	S	S

- Polite and courteous.
- Give equal treatment to the customers.
- Provide efficiency during the services.
- Responsive in all activities.

- Observe honesty at all times.
- The administration should hire full-time competent and qualified personnel in the cafeteria.

Table 6. Summary table on the personal hygiene in the school-based cafeteria of the identified campuses perceived by the students/personnel (N=191)

CAMPUSES	Scaling	a. Washing of hands frequently with soap and warm water dry with towel.	b. Wearing safe, comfortable, and well-polished shoes.	c. Keeping nails short and avoid nail polish.	d. Making sure that uniform is spotless and ironed.	e. Avoiding too much make-up, strong perfume, and excessive jewelry.	f. Making personal appearance stay fresh throughout the day.	g. Developing a daily routine of essential personal hygiene.	Average Weighted Men
Argao	Xf	2.83	2.67	2.17	2.33	2.00	2.00	2.17	<b>2.31</b>
	Xs	2.38	1.94	2.19	2.31	2.38	2.63	2.31	<b>2.30</b>
	Xa	2.60	2.30	2.18	2.32	2.19	2.31	2.24	2.31
Barili	I	VS	S	S	S	S	S	S	S
	Xf	2.00	1.50	2.25	2.00	2.25	2.25	2.00	<b>2.04</b>
	Xs	2.38	1.81	2.13	2.25	2.50	2.31	2.44	<b>2.26</b>
Carmen	Xa	2.19	1.66	2.19	2.13	2.38	2.28	2.22	2.15
	I	S	US	S	S	VS	S	S	S
	Xf	2.75	2.75	3.00	2.75	3.00	2.75	3.00	<b>2.86</b>
Camotes	Xs	2.33	2.39	2.56	2.17	2.39	2.56	1.89	<b>2.33</b>
	Xa	2.54	2.57	2.78	2.46	2.70	2.66	2.44	2.59
	I	VS	VS	VS	VS	VS	VS	VS	VS
Daan-Bantayan	Xf	2.50	2.50	2.25	2.50	2.25	2.25	2.50	<b>2.39</b>
	Xs	2.33	2.27	2.13	2.20	2.33	2.20	2.33	<b>2.39</b>
	Xa	2.42	2.38	2.19	2.35	2.29	2.23	2.42	<b>2.39</b>
Danao	I	VS	VS	S	VS	S	S	VS	VS
	Xf	3.00	2.50	1.50	2.00	2.00	2.50	2.50	<b>2.29</b>
	Xs	1.42	1.33	2.00	2.00	1.83	2.17	2.08	<b>1.83</b>
Main Campus	Xa	2.21	1.92	1.75	2.00	1.92	2.33	2.29	2.06
	I	S	S	S	S	S	VS	S	S
	Xf	2.25	2.00	2.25	2.00	2.25	2.00	2.25	<b>2.14</b>
Moalboal	Xs	1.82	1.59	2.12	1.65	2.18	1.65	1.88	<b>1.84</b>
	Xa	2.04	1.79	2.18	1.82	2.21	1.82	2.07	1.99
	I	S	S	S	S	S	S	S	S
Tuburan	Xf	2.60	2.00	2.73	2.13	2.73	2.60	2.47	<b>2.47</b>
	Xs	1.90	2.00	2.20	2.10	2.30	2.20	1.50	<b>2.39</b>
	Xa	2.25	2.00	2.47	2.12	2.52	2.40	1.98	2.43
Total	I	S	S	VS	S	VS	VS	S	VS
	Xf	3.00	2.25	3.00	2.50	2.75	3.00	3.00	<b>2.79</b>
	Xs	2.61	2.50	2.72	2.22	2.72	2.56	2.11	<b>2.39</b>
Total	Xa	2.81	2.38	2.86	2.36	2.74	2.78	2.56	2.59
	I	VS	VS	VS	VS	VS	VS	VS	VS
	Xf	2.40	2.00	2.00	2.40	2.00	2.80	2.60	<b>2.31</b>
Total	Xs	2.67	2.56	2.17	1.44	1.83	1.89	1.89	<b>2.06</b>
	Xa	2.53	2.28	2.08	1.92	1.92	2.34	2.24	2.19
	I	VS	S	S	S	S	VS	S	S
Total	Xf	<b>2.59</b>	<b>2.24</b>	<b>2.35</b>	<b>2.29</b>	<b>2.36</b>	<b>2.46</b>	<b>2.50</b>	<b>2.40</b>
	Xs	<b>2.20</b>	<b>2.04</b>	<b>2.25</b>	<b>2.04</b>	<b>2.27</b>	<b>2.24</b>	<b>2.05</b>	<b>2.16</b>
	Xa	<b>2.40</b>	<b>2.14</b>	<b>2.30</b>	<b>2.16</b>	<b>2.32</b>	<b>2.35</b>	<b>2.27</b>	<b>2.28</b>
Total	I	VS	S	S	S	S	VS	S	S

Menu Development

- Serve low-cost foods with nutritive value.
- Provide nutritious vegetable dishes in the school canteens.
- Serve delicious native delicacies to the customers.
- Serve special dishes at special events.
- Serve carbonated drinks.

- Provide appetizers and salads in the cafeteria.
- Serve food products that would give satisfaction to the customers.
- Prepare the menu in advance to be well-prepared.
- Arrange food products in the cafeteria to attract customers.
- Hot or cold food is prepared in advance ready to

Table 7. Summary table on quality control in the good practices of the identified campuses perceived by the students/personnel (N=191)

CAMPUSES	SCALING	a. Products are safe, wholesome, and good quality with safe parking area.	b. Products should be consistently of good quality.	c. Specification or standard of quality samples ensure acceptability.	d. Continuous improvement of the product quality	e. Responsible for product quality.	f. Considers the consumer's needs.	Average Weighted Men
<b>Argao</b>	Xf	2.33	2.33	2.17	2.17	2.50	2.50	<b>2.37</b>
	Xs	2.56	2.33	2.56	2.44	2.69	2.63	<b>2.53</b>
	Xa	2.45	2.33	2.36	2.30	2.59	2.57	2.45
	I	VS	VS	VS	S	VS	VS	VS
<b>Barili</b>	Xf	2.50	2.25	2.00	1.75	2.00	2.25	<b>2.20</b>
	Xs	2.31	2.19	2.56	2.19	2.19	2.19	<b>2.27</b>
	Xa	2.41	2.22	2.28	1.97	2.09	2.22	2.24
	I	VS	S	S	S	S	S	S
<b>Carmen</b>	Xf	2.75	2.75	3.00	2.75	2.75	2.75	<b>2.80</b>
	Xs	2.56	1.89	2.56	2.61	2.56	2.56	<b>2.45</b>
	Xa	2.65	2.32	2.78	2.68	2.65	2.65	2.63
	I	VS	S	VS	VS	VS	VS	VS
<b>Camotes</b>	Xf	2.53	2.80	2.73	2.75	2.73	2.80	<b>2.72</b>
	Xs	1.90	2.10	2.10	2.40	2.10	2.40	<b>2.17</b>
	Xa	2.22	2.45	2.42	2.58	2.42	2.60	2.44
	I	S	VS	VS	VS	VS	VS	VS
<b>Daan-Bantayan</b>	Xf	3.00	2.50	2.50	3.00	2.50	3.00	<b>2.70</b>
	Xs	1.83	1.92	1.58	1.67	1.33	1.67	<b>1.67</b>
	Xa	2.42	2.21	2.04	2.33	1.92	2.33	2.18
	I	VS	S	S	VS	S	VS	S
<b>Danao</b>	Xf	2.00	2.25	2.00	1.50	1.75	1.75	<b>1.95</b>
	Xs	2.00	2.06	1.71	1.82	1.82	1.82	<b>1.87</b>
	Xa	2.00	2.15	1.85	1.66	1.79	1.79	1.91
	I	S	S	S	S	S	S	S
<b>Main Campus</b>	Xf	3.00	3.00	3.00	2.53	3.00	3.00	<b>3.00</b>
	Xs	2.44	2.50	2.56	1.90	2.61	2.67	<b>2.45</b>
	Xa	2.72	2.75	2.78	2.22	2.81	2.83	2.72
	I	VS	VS	VS	S	VS	VS	VS
<b>Moalboal</b>	Xf	2.75	2.50	2.50	2.00	2.75	2.50	<b>2.60</b>
	Xs	2.60	2.33	2.33	2.67	2.53	2.40	<b>2.48</b>
	Xa	2.68	2.42	2.42	2.33	2.64	2.45	2.54
	I	VS	VS	VS	VS	VS	VS	VS
<b>Tuburan</b>	Xf	2.80	3.00	2.80	2.20	2.80	3.00	<b>2.88</b>
	Xs	2.06	1.83	1.78	1.89	1.83	1.78	<b>1.86</b>
	Xa	2.43	2.42	2.29	2.04	2.32	2.39	2.37
	I	VS	VS	S	S	S	VS	VS
<b>Total</b>	Xf	<b>2.63</b>	<b>2.60</b>	<b>2.52</b>	<b>2.29</b>	<b>2.53</b>	<b>2.62</b>	<b>2.58</b>
	Xs	<b>2.25</b>	<b>2.13</b>	<b>2.19</b>	<b>2.23</b>	<b>2.19</b>	<b>2.23</b>	<b>2.19</b>
	Xa	<b>2.44</b>	<b>2.36</b>	<b>2.36</b>	<b>2.38</b>	<b>2.36</b>	<b>2.43</b>	<b>2.39</b>
	I	VS	VS	VS	VS	VS	VS	VS

- Foods with numerous choices are displayed at the counter, attractively arranged to whet the appetite.
- be served and available anytime.
- Food served should satisfy the consumer's needs.
- Food served should be of high quality yet low in cost, affordable by the clientele.

Table 8-A Problems met in the cafeteria as perceived by the student/personnel respondents (N=143)

CAMPUSES	Respondents	Distribution		Combined Total	
		f	%	f	%
11. Surroundings of the cafeteria are not clean.	Personnel	9	19	21	21
	Student	32	22		
12. Table napkins are not provided.	Personnel	29	60	55	58
	Student	80	56		
13. Table cloths are untidy.	Personnel	7	15	17	17
	Student	26	18		
14. Service personnel are discourteous, impolite and untidy.	Personnel	2	4	11	9
	Student	19	13		
15. Comfort rooms are not properly cleaned and with pungent odor.	Personnel	10	21	23	23
	Student	35	24		
16. Insects, pests, and rodents are visibly found in the cafeteria.	Personnel	8	17	12	14
	Student	15	10		
17. The cafeteria is not spacious and not properly arranged.	Personnel	11	23	21	23
	Student	31	22		
18. Food and school supplies are insufficient to the students and personnel.	Personnel	12	25	31	30
	Student	49	34		
19. Water supply is not potable for drinking.	Personnel	9	19	18	19
	Student	27	19		
20. Cafeteria is not well-ventilated.	Personnel	8	17	23	22
	Student	38	27		

Table 8-B Problems met in the cafeteria as perceived by the student/personnel respondents (N=143)

CAMPUSES	Respondents	Distribution		Combined Total	
		f	%	f	%
1. Lack of service personnel	Personnel	28	58	57	59
	Student	85	59		
2. Inadequate provision of equipment and facilities.	Personnel	12	25	36	33
	Student	59	41		
3. Cooking utensils are dilapidated.	Personnel	9	19	21	21
	Student	33	23		
4. Menus served daily are repeated.	Personnel	21	44	50	50
	Student	78	55		
5. Prices of products/items sold are too expensive.	Personnel	6	13	22	20
	Student	37	26		
6. Meals are not served at appropriate time.	Personnel	5	10	12	12
	Student	19	13		
7. Working area is not clean and unsanitized.	Personnel	6	13	14	14
	Student	21	15		
8. Silverwares are not sterilized.	Personnel	2	4	14	11
	Student	25	17		
9. Snacks served daily are not nutritious.	Personnel	6	13	14	14
	Student	21	15		
10. Meals served have no nutritive values.	Personnel	5	10	12	12
	Student	19	13		

- Food should be pleasing and acceptable to the taste and likes of the customers.
- Prepare nutritious “one-dish-meal”

Enhanced Facilities and Equipment

- Maintain the cleanliness and physical condition of the cafeteria.
- Provide adequate potable water supply in the school-based cafeteria.
- Provide needed new equipment to be used in the cafeteria.

- Provide rules and regulations on how to use the equipment.
- Secure enough cooking utensils and good quality equipment.
- Suitable chairs and tables for customer satisfaction must be available.
- Clean and orderly counter and dining area.
- Enough number and of high-quality utensils and equipment
- Special serving devices which will attract the favorable attention of customers must be provided.
- Utensil dispensers must be provided to ensure sanitized serving utensils

#### Promoting good health

- Food handlers should be free from contagious diseases.
- Washing of the hands frequently with soap and warm water and drying with a towel.
- Wearing safe, comfortable, and well-polished shoes.
- Cafeteria personnel should dispose the garbage properly.
- Use appropriate utensils in handling foods.
- Cafeteria personnel should undergo regular health check-ups.
- Maintain the cleanliness and physical condition of the cafeteria in schools.
- Use appropriate uniforms when performing kitchen activities.
- Maintain proper personal hygiene and sanitation.
- Maintain the cleanliness and orderliness of the cafeteria.
- Convenient arrangement of food products in the cafeteria.
- Seminars for promoting a healthy environment.
- Neat and clean floor, orderly chairs and tables, counter shop, and tools used in the cafeteria.
- Hygiene and orderly table appointments such as spoons, forks, plates, glasses, etc.
- Clean lavatory/washrooms and drinking fountains.
- Vermin examination must be undertaken twice a year.
- Convenient arrangement and grouping of food in the counter.

#### Producing Quality Products

- Serve in-demand food products to satisfy consumers' needs.
- Provide good quality food products without sacrificing the cost.

- Ensure continuous improvement of production in food services.

#### Manpower

- Enough number of cafeteria personnel(helpers).
- Competent cafeteria teachers(managers).
- Well-planned learning and practicum competencies of practicum students.
- Punctual attendance of teachers who are on cafeteria duty.
- The cafeteria teachers, practicum students, and helpers should all be friendly, cheerful, courteous, and tactful.
- Pleasant, alert, and accommodating salesperson.
- Prompt and attentive service;
- All canteen personnel should undergo a physical or medical exam.

## 4 CONCLUSION

Based on the result and findings it could be concluded that the majority of the Cafeteria Personnel belonged to the age bracket of 21-50 years, males, and single. Despite the lacked of service personnel, all the campuses had personnel who were courteous. They gave equal treatment to the students, employees, and teachers. They also provide services during the schools' student affairs, efficient and patient when responding to the complaints or needs of the clientele. Moreover, they were honest in their job. The environment, doors, and windows of the cafeteria were cleaned. Garbage cans were covered and collected, food display was properly covered, free from dust, flies, ants, and cockroaches, food handlers were clean and free from communicative diseases, the cooking area was free from undesirable odor, comfort rooms were cleaned and sanitized, silverware was wrapped with table napkins and surroundings were also cleaned. The food served in the cafeteria was protein-rich food. Milk and fruit juices were served to provide protein and Vitamin C, green leafy, and yellow vegetables were served to provide Vitamin A, menus were planned, low-priced nutritious hot soup dishes were always available to students, cakes and cereals for snacks were also nutritious, and food preparation was varied to satisfy the needs of the clientele.

The quality control of the cafeteria was following good and quality standards, their products were safe, wholesome, and consistently of good quality, the specification of the standard of quality samples ensure acceptability, they had continuous improvement of quality product, they also had personnel responsible for the quality product in consideration to the consumer's needs.

Furthermore, the researcher recommended following the output of this study the enhanced school-based cafeteria services guide to develop and improve the management of the cafeteria in the schools and universities in the system.

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