

Madurai: Customers make hygiene a prerequisite for hotels, eateries

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MADURAI: With quality hygiene facilities are considered a luxury rather than a necessity by hotels, restaurants and cafes in the city, hygiene-conscious customers are increasingly making it a USP.

"More than the fear of being caught by food safety officials, customers can make hotels provide attention to personal hygiene facilities. You always want your customer to come back to you so you will provide quality hygiene facilities if a customer leaves citing poor facilities," said K L Kumar, president, Madurai District Hoteliers Association. He said that eateries and hotels on highways actively compete with each other for providing best possible personal hygiene facilities since they are most prone to losing customers on it.

"In the city, in many areas, eateries are often close to each other and there are not many distinguishing factors. Apart from taste of food, the thing that next comes to our notice is cleanliness and hygiene. Of course, I would prefer to go to a hotel with cleaner toilet and wash area," said Harsh S, a customer at a restaurant at Anna Nagar. For customers to make healthier and hygienic choices, the Food Safety and Standards Authority of India (FSSAI) came up with the hygiene rating scheme in 2019. However, no hotel in Madurai has so far got the rating. "The rating cannot be insisted because it is a commercial certification and many can't afford. However, now, many luxury hotels in Madurai have applied for it preliminarily," said designated officer for food safety, Madurai district, Dr M Somasundaram.