

Food Quality And Services At The Singapore SEA Games 2015: Feedback From The Malaysian Contingent

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The food quality and services were investigated in 18 hotels and 15 Athletes Dining Area (competition venues) that provided meals to the athletes and team officials during the SEA Games 2015 in Singapore. The standardized 6-day cycle menu was constructed by qualified chefs and reviewed by certified dietitians. The food quality (variety, appearance, texture, hygiene and overall) and food services (meal time, availability, cleanliness, level of comfort and staff) were assessed using the 5-point Likert scale, and a section for additional feedback in the online feedback forms. A total of 124 feedback forms were collected from athletes and team officials. The food quality variables for above-average ratings were in order of hygiene (75.1%), variety (60.5%), appearance (58.1%), and texture (45.1%); whereas below-average ratings were in order of variety (19.4%), texture (10.5%), appearance (5.7%) and hygiene (2.4%). About 58.9% of the participants rated the overall food quality to be above average, and only 2.4% rated it to be below average. The food services variables received positive feedbacks with majority rated above average (Meal time = 73.4%; Food availability = 79.8%; Cleanliness = 84.7%; Comfortability = 79.0%; Staff service = 78.2%) and only a small percentage with below average ratings (Meal time = 5.6%; Food availability = 4.0%; Cleanliness = 2.4%; Comfortability = 2.4%; Staff service = 2.4%). The commendable food hygiene ratings may be contributed to the strict adherence to the Singapore food service legislations. The lack of food variety were due to having only one green vegetables in the menu. The above average food services ratings were credited to the friendly staff and immediate responds towards any issues that arises. The information presented in this food monitoring survey can help organizers, caterers and nutritionists with preparation of menu and to ensure appropriate food and beverages provisions in future major competitions.

Keywords

SEAGAMES 2015, Food provision, Athletes Dining Area, food quality, food services