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Finally, because success of optimum conventional and super stores with bins is dependent on high sales per store, all employees must be trained to deal courteously with people and provide an atmosphere that encourages customers to continue their patronage. Employment practices, work rules and sanctions should also strongly support this effort.

#### Footnotes

<sup>1</sup> Findings are derived from Case and Co. report to USDA, "Study of Cost Savings of Major Innovations in Dry Grocery Handling at Supermarkets," April 1975. The analysis uses economic engineering techniques. Further information requests as to methods and assumptions should be directed to the authors.

<sup>2</sup> A customer equivalent equals one exclusive customer (shops only at one store) or the number of nonexclusive customers needed to purchase the same amount of goods as purchased by an exclusive customer.

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## SANITATION PROCEDURES, COSTS, AND MANAGEMENT PRACTICES OF FOUR OREGON RETAIL FOOD STORES

by

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This abstract highlights the findings of a study conducted under a cooperative research agreement between the Department of Agricultural and Resource Economics, Oregon State University and the Agricultural Research Service, USDA (1973-1976). Formal publication of the study's findings is expected within three to six months.

The purpose of this study was to develop more information on procedures, costs and management practices of sanitation programs in supermarkets. The

specific objectives were to: (1) Identify and evaluate current procedures and problems associated with cleaning and sanitizing all areas of retail food stores; (2) develop comparative labor, service, equipment, and supply cost data for existing sanitation procedures in retail food stores; (3) identify and analyze current retail food store sanitation management practices; and (4) develop recommendations for improving sanitation procedures and management practices, and for controlling sanitation program costs in retail food stores.

Four Oregon supermarkets were surveyed. Sanitation management practices were followed by all four stores. However, problems did exist in four areas; product management, temperature control, pest control, and employee hygiene. Of these four areas, temperature control problems were most prevalent, such as display cases often observed being filled beyond their load lines.

Overall, Store B was assigned the highest weighted average rating for total store sanitation procedures. This was attributed to its formal store-wide sanitation program. Store D's meat department also followed a formal sanitation program and its rating was the highest among all four meat departments surveyed. This suggests that formal sanitation programs are more apt to result in the establishment, implementation and follow through with sanitation procedures designed to meet recommended sanitation procedures compared to informal sanitation programs.

The proportion of total department man hours devoted to sanitation activities ranged from 3.33% in Store D to 8.18% in Store B. In general, a larger proportion of departmental man hours was spent on sanitation activities in meat and bakery departments compared to grocery and produce departments.

Estimated weekly total store sanitation costs ranged from \$452.83 in Store A to \$1,219.76 in Store C. Most of the sanitation costs among the four stores were accounted for by departmental labor. Total store sanitation costs as percentages of total store sales for all four stores surveyed averaged 1.14%. It appeared that higher total store sanitation costs accompanied higher total store sales volumes. This relationship also appeared to be dependent upon total employee man hours.

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