

**Risk Management Plan Analysis:
Daidee's Place, Garden & Restaubar**

Presented to

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Campus

In Partial fulfillment of the Risk Management as Applied
to Safety, Security, and Sanitation

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Introduction

Risk Management Plan is a document outlining the safety, security, and sanitation protocols of a business or organization. It is made by the business or organization itself in guiding its team or group in managing risks through a structured system of approaches that prevent risks from happening or escalating. Risk management is the process of identifying, assessing, and minimizing the impact of risk—a systematic approach that helps organizations identify potential dangers and threats and take steps to eliminate or reduce the chances of them happening (SafetyCulture, 2024). These documents remain effective for a temporary timeframe given by the management department, highly dependent on the rate of fluctuation of the business landscape, consequently leading to major shifts to risk management standards; therefore an out-dating of plans occurs once the proposed risk management plan duration expires. In the duration of the document's effectiveness, regular monitoring is done to ensure that these protocols inscribed in the business or organization's risk management plan is being fully implemented. Risk assessment is an essential tool in monitoring, identifying, and mitigating risks in a business or organization.

Restaurant Profile

Daidee's Place is a restaurant and bar (restaubar) serving food, beverages; primarily alcoholic drinks for customers who are seeking a peaceful venue to dine and drink. Located at Ceris 1 & 2 Subdivision, Dapdap Street, Canlubang, Calamba City, Laguna: The restaurant serves a variety of food products: from finger foods; rice meals; desserts; vegetables; pasta; and main course meals. They specialize in serving alcoholic beverages including: beer; cocktails; and hard drinks as shown in their menu. The restaurant venue is designed to a traditional Filipino "Nipa Hut" architecture to promote traditional Filipino elements, with an outdoor garden to accompany the customers to the green landscape. Upon arrival, the restaurant facilities were observed to be clean and the seats and tables are neatly arranged to their designated positions. Their staff is evenly distributed across the restaurant, with their karaoke television open, ready to accommodate to incoming customers

Objective

Risk assessment can help improve safety by enabling organizations to create detailed health and safety plans for the workplace, which may help reduce the risk of hazards (Indeed, 2024). This study provides a comprehensive review of the restaurant's risk management plan through an interview that will be transcribed into a matrix where it will be interpreted and assessed for potential risk. This study shall offer insight into the conditions of the restaurant where it can enhance their monitoring procedures to promote the principle of "risk prevention".

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Research Instrument

Making an analysis of a restaurant's risk management plan can be done through monitoring procedures. One-on-one interviews with the representative personnel who are most knowledgeable regarding their risk management plan. On the day of our scheduled interview, the Daidee's Place provided us with their **Assistant Manager, Ma'am Tin**, to represent their restaurant in answering our questionnaire as the research respondent. The research instrument of this study will be a one-on-one interview, consisting of open-ended questions, as a venue for the interviewee to provide a comprehensive answer. Open-ended questions allow the collection of articulate answers that can reveal valuable details about personal experiences, preferences, and motivations (IdSurvey, 2024). Answers derived shall be treated with confidentiality by the researchers, protected under the Data Privacy Act of 2012, prohibiting the dissemination of information given through the conducted interview.

Interview Questions

1. Do you have a risk management plan?

ANSWER: "Yes po"

INTERPRETATION: The restaurant is eligible for the interview and therefore shall proceed with the interview.

2. What types of risks (e.g., food safety, employee safety, financial, operational) are addressed in your plan?

ANSWER: “Karamihan po sa mga naka-indicate sa plan po namin is ayun—’yung tamang pag-handle sa mga kitchenware, tamang presentation ng sarili pag mag-tatrabaho—kung paano po ang tamang kaayusan sa kitchen at ng kitchen. Pinaka-importante po sa amin ay ‘yung principle na palaging tama ang customer: may protocol po kami pagdating sa approach namin sa mga customers na may behavior na maaaring hazard, prompted po kami na hindi makipag-sabayan sa init ng ulo ng customers at kausapin pa din sila ng mahinahon.”

INTERPRETATION: The restaurant follows basic sanitation and safety protocols. Restaurant staff wear appropriate kitchen attire which prevent cross-contamination and self-inflicted hazards to the staff and/or the food product.

3. What risk management software, tools, or platforms have you used in your previous roles? How did they help you monitor and manage risks?

ANSWER: “Sa ngayon po: CCTV lang po ang primary tool namin sa pag-monitor ng risks. Mayroon po kaming person para mag-monitor ng surveillance cameras para po sa mga sakaling risk na mangyari—nakukuha po namin doon para ma-report.”

INTERPRETATION: The restaurant maintains surveillance cameras to assist with tracking and monitoring risks. The lack of tracking and monitoring equipment may impose risk of inadequate sources of risk management tools.

4. In case of evacuation, do you have a manual that demonstrates directions for the process of evacuation within every point of the restaurant?

ANSWER: “Meron naman po. Sa facility po namin, may designated po na daanan kung saan iisa lang po ang direction ng daloy ng tao. Ang entrance po namin ay nasa isang side ng restaurant at ang exit po namin ay nasa kabilang

side—kumbaga maiiwasan po natin na magka salubong ang mga customers at isang daanan lang in case of evacuation mula sa lahat ng point ng restaurant.”

INTERPRETATION: Designated entry and exit ways are provided for organized flow. There is no evacuation manual provided. Emergency equipment is adequate: fire extinguishers are distributed in every 3 meter radius of the facilities .

5. What compliance frameworks or regulatory standards have you worked with (e.g., ISO 31000, GDPR, SOX, HIPAA)?

ANSWER: “Mayroon po kaming NBI Certification, Mayor's Permit, DTI, Barangay Business Clearance, at Sanitary Permit sa City Health Office.”

INTERPRETATION: The restaurant is certified with multiple legal compliance standards which serves as a reputation for the restaurant in being an government-acclaimed and accredited business. These certifications make the restaurant a highly trusted business.

6. What is the procedure you follow in creating a risk management plan for a new project? How do you identify possible risks?

ANSWER: “Nag-uusap usap lang po kami sa pagsasagawa ng plano. Tulong-tulungan na lang po kami sa mga meeting namin na open forum. Sa pagkaka-alala ko po, kapag po mayroon kaming project na minsay nagkasabay-sabay, isa-isa namin siyang tatapusin bago mag-procerd sa next project.”

INTERPRETATION: An open forum meeting is held every week to discuss future plans and evaluate the performance of the business for the past week. The management avoids executing more than one project at a time to promote focus on each plan.

7. How do you ensure your team is consistently following health and safety protocols, especially regarding food handling, sanitation, and equipment use? What tools or methods do you use for training and monitoring?

ANSWER: “Sa kitchen, we ensure po ‘yung tamang kasuotan sa loob ng kitchen. Bawal po na hindi nakasuot ng hairnet dahil potentially ma-co-contaminate nito ang food. Sa pag-handle ng utensils and kitchenware, dumaan po sa training ang aming crew sa tamang paghawak ng mga kagamitan sa kusina. Hand-in-hand po ang aming manager sa pagsasagawa ng monitoring ng ganitong mga protocol para mapanatili po ang standard sa loob ng restaurant.”

INTERPRETATION: Kitchen staff wear proper kitchen wear and the restaurant manager actively participates in facilitating the optimal performance standards of the restaurant.

8. What measures does your restaurant take to ensure compliance with health and safety regulations, and how do you train employees to identify and report potential hazards?

ANSWER: “Ayun po—may briefing po between sa aming mga tauhan: about sa standards and legal compliances na sinusundan po namin, nang hindi po lumayo sa standard ang aming pagtatakbo ng business. Kapag din po ang isa sa amin ay naka-encounter ng risk or hazard: as much as possible, we take note of it po or rely on the CCTV footage kung sakaling makaligtaan po ito. Ito ‘yung paraan namin para ma-ensure na may report po kami na maipapasa.”

INTERPRETATION: Surveillance cameras are the sole basis of risk management reports. Lack of risk assessment tools may be subjected to inadequate data, subsequently leading to missed information.

9. What approaches are taken to ensure staff receive targeted risk management training that aligns with their job responsibilities?

ANSWER: “Lahat po ng aming staff ay dumadaan sa flexible training, kung saan sila po ay trained sa lahat ng kitchen roles. Target po ng training namin na lahat po sa amin ay may capability na mag-take over sa isang role para sa pagkakataong hindi po present ang responsible personnel. Nagsilbing solution po ito sa shortage namin ng staff.”

INTERPRETATION: Their risk management initiative includes a flexibility training to ensure their ability to take on multiple roles when the designated employee

cannot fulfill at present or is not at duty. This raises a concern with staff workload from potentially covering more than one role at a time.

10. How do you approach inventory management to prevent both food waste and stockouts? Can you describe a system you've used to track and control food costs?

ANSWER: “Mayroon po kami inventory management personnel na responsible po sa pag-monitor ng stock po namin at sa pag-manage ng gastusin ng restaurant para sa resources na kinakailangan especially po sa bilihin ng beverages namin bilang bar. So far, wala po akong alam sa pamamaraan nila ng pag-budget at pag-track ng bilihin.”

INTERPRETATION: Inventory management is done by designated personnel through undisclosed manner. Unclear information on the tools and equipment used for tracking and controlling food costs and expenses.

11. Can you describe a specific incident where your restaurant's risk management plan was effectively implemented, and what were the key steps taken to mitigate the impact?

ANSWER: “Mayroon po isang beses na absent po ang aming head chef nang kailangan siya sa araw na ‘yon. Ang solution po namin, ay—sa flexibility training po na pinagdaanan ng aming kitchen crew: meron po kaming assistant head chef na nag-take over sa role at nag-adjust kami sa staff role delegations dahil dishwasher po ‘yung assistant initially. So ayon po, kalimitan po meron pong mga event na ginaganap sa restaubar namin kung saan dinudumog ng maraming tao at mabigat sa amin sa kitchen ‘yung maraming order.”

INTERPRETATION: Staff are trained to be flexible in their roles to aid in the staff shortage. This intervention serves as a risk management initiative. Event-induced overcrowding is observed, raising concerns for service quality under staff shortage.

12. How do you measure the effectiveness of your risk management initiatives?

ANSWER: “Gamit nga po ‘yung open forum na isinasagawa kada linggo—doon po namin binibigyang linaw ‘yung evaluation at assessment na naging kinalabasan ng lumipas na linggo.

INTERPRETATION: Weekly open forums successfully provide a venue for orally evaluating risk management initiatives between staff and personnel. Lack of measured evaluations and assessments may be subjected to missing important calculated issues.

13. What are your methods in communicating in regards to risk management strategies?

ANSWER: “Ayun po—tulong-tulungan na po kami sa open forum na i-discuss po lahat ng nangyari at ang kailangan para sa susunod na linggo: usually po about sa weekly promo na binabago po namin weekly, at ‘yung banda po na may gig every weekend. Give and take po kami sa pagbibigay ng ideya para lahat po ay may contribution.”

INTERPRETATION: Employees are trained into the attitude of giving everyone a chance to contribute to the open forums through ideas and suggestions that may benefit the business positively.

14. How do you handle situations when a team member or stakeholder disagrees with your risk recommendations?

ANSWER: “Give and take po talaga kami. Kapag may dalawang tauhan na magkasalungat ang ideya, pinagsasama namin ang mga binigay nila, at tinitimbang ang magagandang quality ng bawat ideya, nang ma-maximize po lahat ng ideya ng lahat at maging inclusive po kami.

INTERPRETATION: Employees are trained into the attitude of ensuring that all recommendations are weighed and feasibility is thoroughly discussed between team members to effectively utilize all feasible options into a maximized strategy.

15. How do you incorporate feedback from risk assessments into future planning and strategy?

ANSWER: “So far, wala pa naman po kaming nakukuhang feedback regarding sa management namin kapag po nagsasagawa ng assessment, ngunit ang comment lang po na puwede pong maging room for improvement ay ‘yung serving po namin na binigyan ng reklamo dahil mabagal po para sa customer nung araw na ‘yon. At isa din po sa mga dati pong future plan na ngayon ay implemented na po

is 'yung 'weekly promo' namin and 'yung band gigs every weekend: sila po ay feedback-induced and may dinaanan na risk management plan—especially po sa banda na, initially, ang plano ay araw araw ay naging weekends po para sa budget priorities at para maiwasan po ang noise complaint.”

INTERPRETATION: : Minimal feedback indicates smooth operation of the business; however, issues are observed with the effects of being understaffed. Weekly promos and weekend band gigs are evidence of feedback-incorporated projects, with identified risks planned ahead provided by the feedback itself.

Risk Assessment Matrix

Category	Identified Risk	Impact	Likelihood	Score	Risk Level
Health & Safety	Lack of monitoring equipment,	2 (Low)	4 (Very High)	8	Low
Employee	Shortage-induced workload, unclear inventory management tools	4 (High)	4 (High)	16	Medium to High
Customer	Preparation time complaints, event-induced overcrowding	3 (Medium)	2 (Low)	6	Low
Financial/Operational	Staff shortage, informal task delegations	4 (High)	3 (Medium)	12	Medium
Emergency Preparedness	No evacuation manual, complicated pathways	4 (High)	3 (Medium)	8	Medium

Observations and Assessment

A. Health and Safety Risks

Observation:

- Basic safety, security, and sanitation requirements are followed
- Business is certified with: NBI Certification, Mayor's Permit, DTI, Barangay Business Clearance, at Sanitary Permit from City Health Office
- Lack of monitoring equipment,

Assessment:

Risk Level: Low

The restaurant follows basic safety, security, and sanitation requirements. Health standard protocols and legal compliances are properly employed into daily operations; however, risk management activities are not properly documented due to the lack of monitoring equipment. While their CCTV works optimally, the lack of monitoring equipment reduces the resources needed to make an adequate management evaluation.

Recommendations:

- Invest on monitoring equipment and software
- Enhance safety protocols

B. Employee-Related Risks

Observation:

- Employees have flexible roles
- Understaffing is observed
- No conflict between employees has been reported
- Shortage-induced workload
- Unclear inventory management tools

Assessment:

Risk Level: Medium to High

Employees undergo flexibility training to ensure that the team maintains the role dynamics. They employ a good attitude into work; however, concerns are raised regarding staff shortage, leading to increased workload. Inventory management tools are unclear which indicate inadequate equipment to properly process and encode management information.

Recommendations:

- Increase staff volume
- Enhance risk assessment activities to better identify potential risks
- Invest in inventory management tools and software

C. Customer Risks

Observation:

- Customers are treated with respect and are welcomed warmly
- Preparation time complaints
- Event-induced overcrowding

Assessment:

Risk Level: Low

The restaurant welcomes their customers warmly and treats them with respect. They ensure that they maintain a positive approach to customers regardless of their behavior to minimize conflict and maximize hospitality. Staff shortage has raised customer complaints from extended periods of time for food preparation, especially in overcrowded days induced by hosted events.

Recommendations:

- Increase staff volume to enhance work efficiency

D. Financial/Operational Risks

Observation:

- No stock shortage reports
- No food product and service issue reports
- Staff shortage
- Informal task delegations

Assessment:

Risk Level: Medium

Food stocks remain adequate and no overstock reports have been observed. Staff ensure that the food served is hot and with no contamination or quality issue. Operational risks include potential confusion with task delegations from communication difficulties at peak hours. Frequent workload shifts raise concerns for informal delegations.

Recommendations:

- Standardize roles to reduce workload
- Enhance monitoring procedures to better identify potential risks

E. Emergency Preparedness

- Designated entries and exits
- No evacuation manual
- Complicated pathways

Assessment**Risk Level: Medium**

While there may be designated entry points and exit ways, the restaurant does not provide an evacuation manual that serves as a guide from every point of the restaurant to the directions in case of an evacuation process. Complicated pathways can cause confusion and enhance potential risk for tripping hazard and overlapping of customers going in different directions in the same pathway

Recommendations:

- Create an evacuation manual to ensure evacuation success rate
- Create a manual posted within points of the restaurant guiding customers in navigating the venue

Conclusion

To sum it all up, the risk management plan assessment successfully examined the restaurant's performance and compliance in upholding standards that ensure safety, security, and sanitation. The restaurant abides by their risk management plan and employs it through flexibility training and utilizes weekly open forums to enhance transparency on identified potential risks and development goals. Concerns regarding on-time serving, overcrowding, inventory monitoring, sufficient management equipment, and adequate staffing remain as venues for the restaurant to explore and fill in. The Daidee's Place has been observed through this study to have low to medium risk. They follow basic safety, security, and sanitation protocols; are certified with multiple legal compliance standards; and are observed to have low risk across risks regarding employees, customers, operational, and financial aspects.

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Documentation



Entrance View

