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# Touch Screens in Quick Service Restaurants: Hygiene & Best Practices

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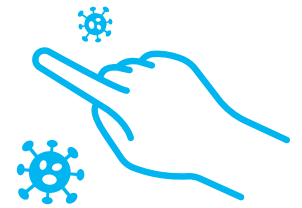


The rapid adoption of touch screens in quick service restaurants (QSRs) has transformed customer interactions, improving efficiency and convenience. However, research has shown that these self-service kiosks can harbour high levels of bacteria, including faecal matter and other harmful pathogens, raising concerns about hygiene and customer safety (*London Metropolitan University, 2023*).



**90%** of touch screens tested in leading QSRs contained harmful bacteria

*(London Metropolitan University (2023))*



## THE HYGIENE CHALLENGE

A study conducted by the *London Metropolitan University (2023)* found that 90% of touch screens tested in leading QSRs contained harmful bacteria, including *E. coli* and *Staphylococcus aureus*, both of which can cause gastrointestinal and skin infections. Another study by the *UK Health Security Agency (UKHSA, 2023)* confirmed that high-touch surfaces in public spaces are a major source of cross-contamination, particularly in fast-paced environments like QSRs (*UKHSA, 2023*).

## PAPER TOWELS VS. SUSTAINABLE CLEANING SOLUTIONS

Traditionally, QSRs have relied on blue roll and disposable wipes for cleaning touch screens. However, these materials are often ineffective at removing bacteria completely and contribute significantly to waste. According to *DEFRA (2023)*, blue roll cannot be recycled once used due to chemical contamination, leading to increased landfill waste and higher operational costs (*DEFRA, 2023*).





## THE MST MULTI-SURFACE TOOL: A SMARTER CLEANING SOLUTION

SYR's MST Multi-Surface Tool is designed to provide a sustainable and effective alternative to disposable cleaning materials. With its washable and reusable pads, the MST offers several benefits:

- ❑ **Reduces Waste** – Each MST pad can replace up to 30 rolls of blue roll, significantly cutting down on disposable waste.
- ❑ **Enhanced Cleaning Performance** – Microfibre pads remove up to 99% of bacteria from surfaces without excessive chemical use (*British Institute of Cleaning Science, 2023*).
- ❑ **High-Level Cleaning Capability** – Interchangeable-compatible, the MST can be used for both standard and high-level cleaning, ensuring comprehensive hygiene maintenance.





## BEST PRACTICES FOR QSR HYGIENE COMPLIANCE

To maintain high hygiene standards in QSR environments, businesses should adopt the following cleaning protocols:

- ❏ **Implement Regular Cleaning Schedules** – Touch screens should be disinfected at least once per hour during peak times (*Food Standards Agency, 2023*).
- ❏ **Use Reusable Microfibre Solutions** – Reducing reliance on disposable cleaning materials helps lower costs and environmental impact.
- ❏ **Train Staff on Proper Cleaning Techniques** – Ensuring that employees use the correct cleaning products and methods can drastically reduce bacteria levels.
- ❏ **Encourage Customer Awareness** – Providing hand sanitising stations near touch screens can further minimise contamination risks.

## CONCLUSION

Maintaining hygiene in QSRs is essential to ensuring customer safety and compliance with health regulations. By replacing disposable cleaning methods with sustainable solutions like the MST Multi-Surface Tool, businesses can improve cleanliness while reducing waste. Implementing best practices in touch screen maintenance will help QSRs create a safer, more hygienic environment for customers and staff alike.





## References

**London Metropolitan University (2023) - Bacterial Contamination on Public Touch Screens**

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**DEFRA (2023) - Environmental Impact of Disposable Cleaning Materials**

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

**British Institute of Cleaning Science (2023) - Microfibre Cleaning & Bacteria Reduction**

<https://www.bics.org.uk/>

**Food Standards Agency (2023) - Hygiene Regulations for Quick Service Restaurants**

<https://www.food.gov.uk/>

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Registered in England No. 481830.  
Lye By-Pass, Lye,  
Stourbridge, West Midlands, DY9 8HG, UK.

[Contact us](#)

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[syrclean.com](https://syrclean.com)

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[contact@syrclean.com](mailto:contact@syrclean.com)

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+44 (0)1384 421421