

Food waste management and monitoring

Manual for hotel chains kitchens

ELEVEN BUSTED MYTHS – THIRTY-NINE HANDS-ON TIPS



Author: Nicolas DUBROCARD

The aim of this Manual is to support Chefs and F&B teams better understand and apprehend the food waste management and monitoring in their operations. I hope that it will also end up in the hands of the General Managers and the hotels' owners. This knowledge should be widespread to ensure all the concerned persons are informed and making the right decisions.

This content is dedicated to the teams that haven't started yet their journey as well as to the teams that are already involved in food waste management and monitoring.

To write this Manual, I'm using my experience as an auditor for the PLEDGE on Food Waste and Green Globe certifications and years of teaching in culinary schools in France (Institut Lyfe ex-P. Bocuse, Ecole Alain Ducasse, Ecole Nationale Supérieure de la Pâtisserie).

I will focus on the prevention rather than the different solutions implemented to transform, reuse and redistribute food waste. I'm also tackling some psychological issues related to food waste that are rarely discussed.

I sincerely hope that this Manual will help open the door to a different level of reasoning. Food waste is a complicated topic; it should be treated with tact and finesse because it's affecting intricate emotional layers.

This Manual was thought as a step-by-step approach of the topic with advices and in-depth explanations. I will try to demystify some wrong assumptions and provide tips to help the professionals implement a strong food waste management and monitoring system.



Eleven busted myths – Thirty-nine hands-on tips



Myth number 1

“Chefs are responsible of the food waste!”



Myth number 2

“This amount of food waste is normal!”



Myth number 3

“Smart scales will solve the food waste issue!”



Myth number 4

“Follow the monthly report, you will reduce food waste!”



Myth number 5

“Food waste monitoring is easy to implement!”



Myth number 6

“We need to monitor everything!”



Myth number 7

“Trimmings are food waste!”



Myth number 8

“The clients are complaining there is not enough food!”



Myth number 9a

“We don't waste food; we send it to the staff canteen!”



Myth number 9b

“We don't waste food; we send it to the pig/chicken/fish/compost farm!”



Myth number 10

“Our zero-waste dish is the best way to show our commitment to reduce food waste!”



Myth number 11

“Food waste is not an issue because it's already included in the food cost!”

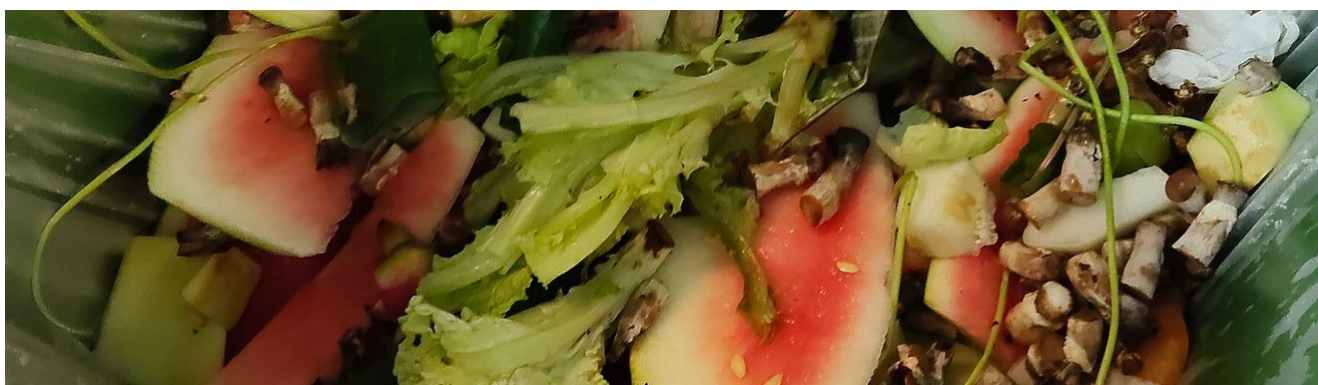
MYTH NUMBER 1

“Chefs are responsible of the food waste!”



This is a completely wrong approach of the topic. The Chefs and kitchen teams are part of a complex chain of responsibilities that ultimately will generate food waste.

Since the food waste became a hot topic, its monitoring ended up in the hands of the Chefs and kitchen teams as they are the ones to fill the bins and transfer them to the garbage room. This spatial localisation in the restaurant/hotel/kitchen does not mean that they are responsible of the food that is wasted. They are in charge of moving bins not of their contents.



To implement a powerful food waste management system, it's crucial to invite all the Heads of Departments around the table and make sure that the responsibility is shared between the services. This topic is transversal and needs to look beyond the vertical, silo mindset.

You will find below each department's involvement in the food waste ecosystem:



Purchasing is playing a huge role in the food waste. They are the ones to buy the items and they should be in a position to discuss the purchasing volumes with the Chefs.



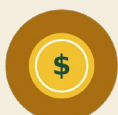
Storage team is responsible of the FIFO and to control the quality of the food to warn the teams in the kitchen about the products nearly expiring.



In some hotel chains, the menus may be centralized. The Chefs or F&B teams in the headquarters, in charge of these menus have also a responsibility in the decisions they will make.



The front office should also share the information related to the different demographics and number of guests. The geographical origins of the clients will determine their interest in the different kinds of food, especially on the buffet. The differentiation between business and leisure clients will also impact the type and length of breakfast.



The finance team, in charge of sharing the food cost should also include the food waste cost in their calculation in order to support the efforts of all the other team members and to monitor the real impact of a better food waste management on the profit margins.



The restaurant team, the waiters/tresses, are the one to check the popularity of items when they clean the plates from the clients. They are in the front line to check the success/efficiency of different buffets set ups. Their inputs are gold to tackle food waste.

It's obvious now, the Chefs are not responsible of the food waste, they are part of a larger system where each participants need to take action.

Tips:

- a. Identify in your organization which are the different services involved in the food waste
- b. Create a food waste committee with monthly meetings only related to food waste
- c. Decide who will lead this team. It does not need to be someone from the kitchen

Example: Food waste committee - Restaurant Taman Indrakila

LEADER:

Financial Manager: Ms Raminda

MEMBERS:

General Manager: Mr Joshua	Chef Executive: Mr Mike	Restaurant Manager: Ms Renata
Stewarding/Dishwashing Manager: Mr Franck	Purchasing Manager: Mr Simon	Front desk Manager: Mr George

Psychological point: It's essential to remove the guilt related to the topic. Food waste is loaded with financial, ethical, sustainability contents and it should be addressed without the weight of searching who is the culprit.

There is shame surrounding food waste as we have all being educated to avoid it when we were kids and this is still deep in our minds. Our work here consists in having a pragmatic approach, there will always be food waste, our goal is to limit it to the minimum and avoid the unnecessary part of it.

Conclusion: Chefs are not responsible of the food waste; it's a collective responsibility. To tackle food waste all the departments must be involved.

MYTH NUMBER 2

“This amount of food waste is normal!”



For a long time, a huge amount of food waste has been generated. It became a habit, the "norm". When you ask the people discarding the food, they just shrug their shoulders. They become accustomed to the unacceptable because no one questions the "norm". There must be a team effort in place and a logic of openness and willingness to address the issue collectively.



Unresolved questions:

Why do we generate such a big amount of food waste?

Are there solutions to prevent it?

The exercise does not consist of pointing out a guilty culprit, we need to acknowledge responsibilities and ensure every kind of solution was explored before accepting the situation.

Too many team members have accepted the unacceptable, it's time to wake up!

Zero food waste will never be reached; this is not the target. What matters is to ensure that the food waste has been limited to its minimum amount regarding the operations.

Tips:

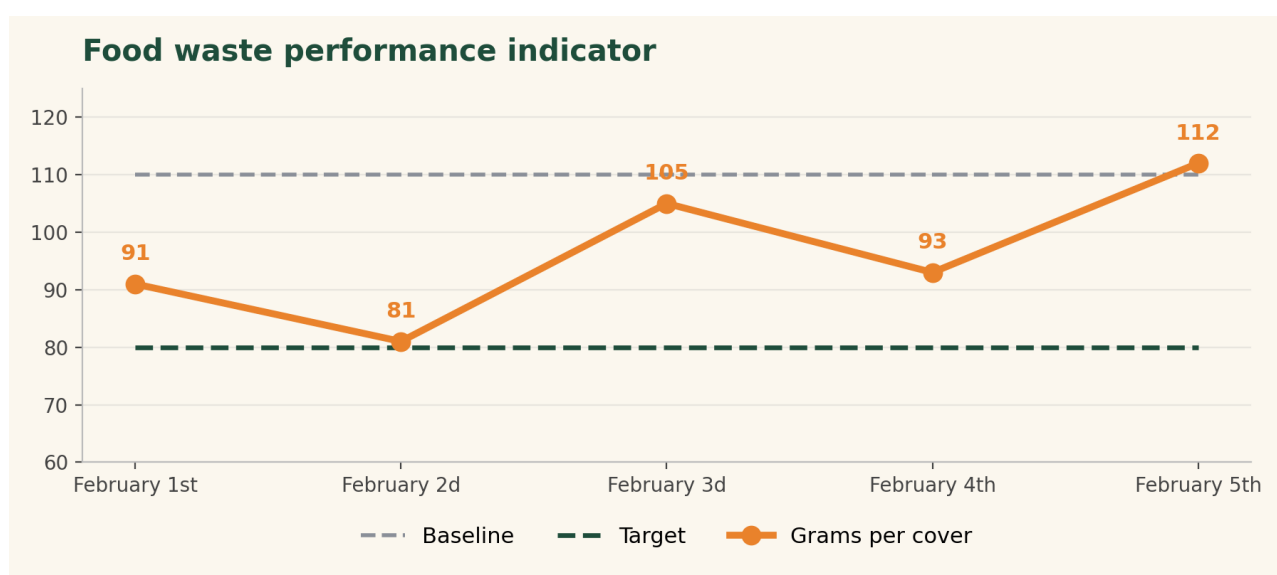
- a. Once the main monitoring is consistent, baseline and targets should be established
- b. Benchmark your data with other properties with similar operations
- c. Narrow the data display to a simple data summarizing the efforts. Grams per cover is the most adapted performance indicator

Conclusion: Simplify the data shared with the teams, create a climate of positivity around the topic rather than negativity. There are always ways to reduce food waste, it's just a question of understanding what can be done and how.

Example:

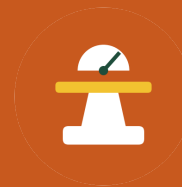
In the case below, the team focused on the clients' plates and buffet leftover. They determined a baseline* at 110 grams per cover and a target at 80 grams per cover, which is a 27% reduction target from the baseline.

	Clients' plates	Buffet leftover	Total Food Waste	Number of covers	Grams per cover
February 1 st	45	32	77	850	91
February 2 ^d	48	25	73	903	81
February 3 ^d	56	45	101	958	105
February 4 th	43	32	75	809	93
February 5 th	43	35	78	699	112
...					



Baseline and target definitions: the baseline refers to a “normal” operational period of time. You are looking for an average that will become your starting point. You may want to monitor during one week or one month depending on the stability of your operations and number of clients you serve. The baseline should indicate the upper line from where you will decrease your food waste. The targets is your bottom line, the goal you wish to reach. Don't set up targets to difficult to reach. It's taking time to implement this system.

“Smart scales will solve the food waste issue!”



In the past years these scales have been considered as the prime solution to reduce food waste. They are now deployed in a large number of kitchens.

They are part of the solution but not THE solution.

In fact, there is a series of steps to follow to implement great food waste management and monitoring.

To start your food waste monitoring journey, you should understand the big picture. This job includes the identification of the bins receiving food in each dedicated areas: receiving area, storage, transformation rooms, main kitchen, dishwashing, ...

It's taking time to assess operations and set up the best monitoring system.

1

First step: before getting in too many details, it's fundamental to identify the major streams of food waste: spoilage, preparation, buffet, plates. It can be all of them or some of them or even other categories depending on your operations.

You should also take the three stages approach from Procurement/Sourcing to Production/Cooking and finally Delivery/Consumption.



This work focusing on identifying the different streams should be collective and part of the meeting with the other persons involved in the food waste management process.

Goal of this action: where does the food waste come from?

2

Second step: once the streams are known, you will focus on the outlets that should be monitored. For example, if you have multiple restaurants, including one buffet style and another one A la carte, there may be more interest in focusing first on the buffet style outlet as it may create more food waste.

Goal of this action: which areas are generating the highest amount of food waste?

3

Third step: after the streams and the outlets, you will focus on the shifts: which meal will be the most prone to generate food waste? Breakfast, lunch, dinner...?

Goal of this action: when do we generate the highest volume of food waste?

Using these three levels of categorization will help you create your own food waste map that will most probably depend on the bins' locations. The goal here is to avoid losing time and energy in chasing too many different targets and apprehend the big picture.

At the same time, you have also to ensure that the tracking of the number of clients eating is consistent.

Tips:

- a. Take the time to visit the different areas where the food waste is potentially created and evaluate the priorities by checking the bins, how many are filled every day?
- b. List all the potential outlets to monitor: buffet, à la carte restaurant, canteen, ...
- c. Record the number of persons eating, clients and free

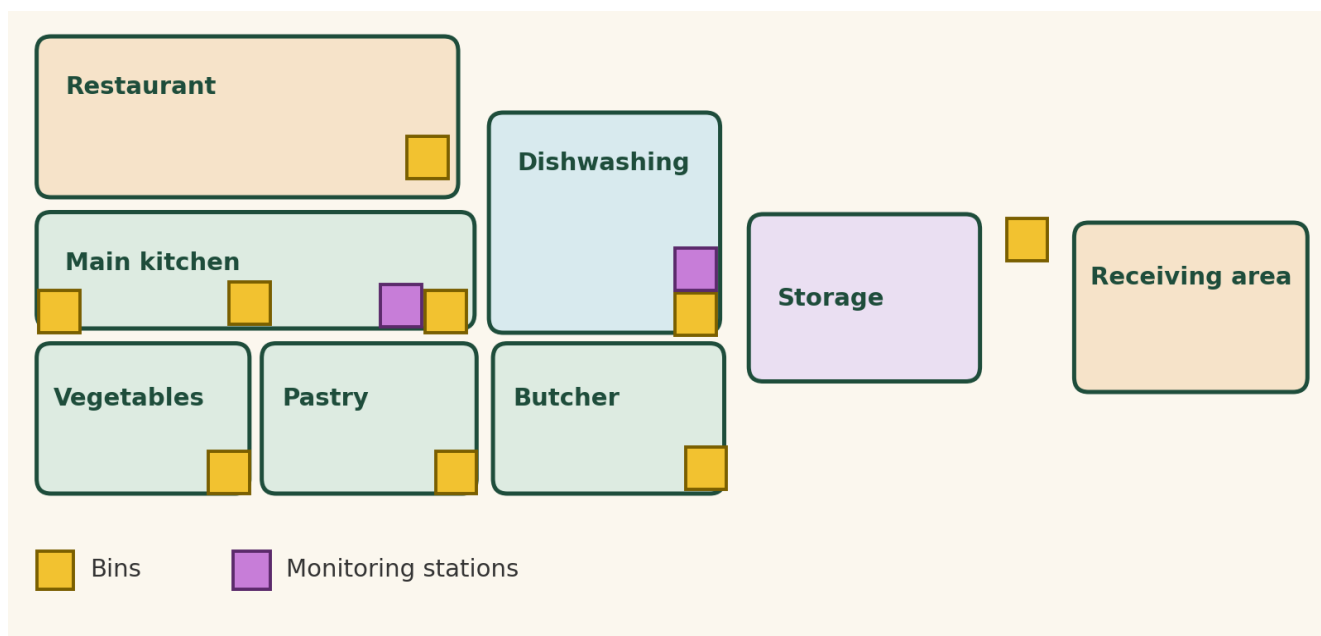
Conclusion: There is a timeline to implement an advanced food waste monitoring system. Smart scale should appear in this timeline once there is already a good understanding of the topic and a clear vision of the big picture. Smart scales are tools to improve the quality of the monitoring. They are not solving the food waste issue, they participate in analysing and identifying the weaknesses of buffet, menus, ...



Mapping example:

Bins' locations	Shift	Bins per day
Receiving area	All day	1
Storage	All day	1
Butcher	All day	1/2
Vegetable preparation	All day	2
Pastry	All day	1/2
Main kitchen	All day	3
Dishwashing	Breakfast	3
Dishwashing	Lunch	1/2
Dishwashing	Dinner	1

Bin's mapping – Bins - Monitoring stations



“Follow the monthly report, you will reduce food waste!”



If you have adhered to the three precedent parts, you may have now:

- ✓ a dedicated person in charge of the food waste with a cross-department approach,
- ✓ trained your team about the necessity to monitor food waste to better understand what is going on,
- ✓ identified the different streams of food waste and you have a clear mapping of the situation
- ✓ monitored your food waste from these sources, you now own the system and you are eager to get more into details

Bingo! That’s when you should implement a cloud-based monitoring smart scale. You are advanced enough to be ready for the detailed analysis.

But be careful, as much as the monthly reports are showing nice graphs and tables, they can’t replace the presence of a human staying by the side of the professionals involved in ordering, receiving, storing, cooking, serving, cleaning.

The smart scales will never replace a consultant or professional who can take time to analyse the data onsite. This involves looking at the operations, understanding how the buffet line works and checking the type of clients coming to the restaurant: many details that added together make the difference.

The doughnuts example: I was in a hotel and observed food left in the plates, and there were doughnuts leftovers on almost every plate. I wondered why there were so many. The next day, I entered the buffet and realized that the doughnuts were placed at the beginning of the buffet line. They were shining in different colours, and almost every person took one because they were hungry and appealed to by the colourful little sweet pleasure. I talked to the Chef and asked if he could change the doughnuts display. Next day he moved the doughnuts to another area and there was no more doughnut waste on the plates. Smart scales can't provide this kind of support.



Tips:

- a. Share the monthly reports with all the teams
- b. Take time to analyse these reports
- c. Work with external consultants

Conclusion: the monthly reports are complicated to read and there are many data that are not useful for the teams. It’s important to take time to analyse the reports and make sure they will serve their purpose to support the food waste management.

“Food waste monitoring is easy to implement!”



The monitoring is in place, now let's get the AI in the kitchens.

For years, decades, centuries, there was no monitoring of the food waste in the kitchens. As a consequence, there is a lack of space for the segregation bins and a lack of training for the teams who need to acquire a complete new set of skills in a very short period of time. This situation should be handled with care by the top management, food waste management and monitoring is not something that can be forced. It takes time and it may not always go as smoothly as predicted.

The technology should be used as a tool in a larger approach. It can't be implemented after only one training. The teams have been used to throw food away for a long time and there must be acknowledgement of a period of adaptation to new systems and organizations, especially in spaces that were not designed to receive several bins to segregate the wastes. The absence of available space is not only in the room but also in the mindsets. Working in kitchen is intensive and there is not much extra time to deal with a new complicated task.

Psychological points:

The introduction of a digital interface profoundly alters team psychology, going far beyond mere data collection.

The Hawthorne Effect: Awareness of being observed

Using a monitoring system will make food waste shift from the unconscious invisible realm into the realm of measured performance. For years the food waste was not an issue, it was considered as part of the daily activities and no one was questioning this fact. When the smart scales are introduced, there is a different approach in the kitchen and the teams develop the feeling that they are under scrutiny. The scale may become a snitch instead of being a partner.

Wrong reaction: to cope with this intrusion, new strategies may be implemented, including bypassing the bin holding the smart scale to divert part of the food waste into another bin that will not be subject to constant monitoring. This is a normal reaction to technology invasion without benefit. The team needs to understand how to take advantage from using the smart scale.

Tips:

- a. Take the time to show your team the capacities of the scale
- b. Ensure the work load related to food waste monitoring is equally shared between staff
- c. Create a rewarding system to lift the negative impact of technology

The immediate feedback loop

A monthly report from the accountant regarding the cost of waste has no impact on the kitchen hand peeling carrots on a Tuesday morning. The scale's screen changes the game by creating an immediate feedback loop. The amount of food waste is seen in real time and it's much more impactful.

This may change the way the team is dealing with food waste, it used to disappear in black bags, like black hole. As soon as the food waste was gone in these bags, it would get out of their minds. It's not the case anymore and it needs to be addressed.

Tips:

- a. Share with the staff the information related to the food waste impact on people's mind
- b. Acknowledge the fact that there is an impact on people's psychology when they are throwing food away
- c. Help them find the right distance with the pain to throw away food and the necessity to face food waste to fight it

Cognitive dissonance and objectification

This is the mental tension experienced when there is a discrepancy between our beliefs ("I manage my buffet well") and reality ("The screen shows 15kg of waste at lunchtime"). Most of the time, it's difficult to digest this kind of information and take action without feeling guilty. The smart scales are reflecting the hard reality on the food waste management and it may also create at some point a rejection from the team members that are afraid to be taken accountable for actions they are not totally responsible for.

We face the same rejection from the finance team when we share with them the potential savings that are accessible with a better food waste management as they are also afraid to be seen as incompetent in this area and potentially miss this opportunity for a long time.

The smart scales will provide a cold unbiased data and the work of the persons in charge should be to differentiate the volume of food waste identified from the personal competences of the team members.

Tips:

- a. Make sure that the data collected from the smart scales is consistent and secured
- b. Every time there is a communication about food waste in volume or cost, this information must be validated by all the departments participating in the project
- c. Make sure that the top management is involved at every stage to release the pressure on the teams

Conclusion: the psychological consequences of dealing with food waste and implementing smart scales in kitchen has been underestimated. To be successful in this process it's essential to take into account these aspects and operate in a delicate manner.

MYTH NUMBER 6

“We need to monitor everything!”



This is a wrong approach that will lead the team in losing faith in the monitoring system.

Before designing the scope of the food waste monitoring, the team should answer the questions:

Which stream of food waste should I monitor in details?

What information am I looking for?

Your smart scale supplier should not be the one in charge of telling you what you should monitor and how many scales you will need. This is a decision taken on case by case and can't be replicated to different properties without a deep understanding of the different streams to monitor and the information that should be collected by the smart scale.

Smart scales are making sense only if there is a clear purpose in their installation. What are you tracking exactly? Which leads also to another question: do you still need the scale once you have found what you were looking for?

There must be a timeline for the usage of smart scale. The savings you are expecting from a better food waste management should not be transferred to a third part tech company.

If the smart scales are deployed without clear targets, they will ultimately create confusion and fatigue.

For example, after checking the different sources of food waste, you realise that a lot is generated between delivery and storage. In this case, you will need to focus on this part with the teams involved in this area of the business.

Another example, you find out that the plate waste is the main source of food waste, then you will try to understand what is going on: is it related to the portions you display at your buffet line, is it the size of your plates that is too big (more than 22 cm plate diameter should be banned), or your clients' mix now is not attracted by the kind of food that you propose?

Tips:

- a. Take the time over weeks or months to focus on the main issues
- b. Create a pyramid of priorities and stick to them until they are resolved
- c. Concentrate on the most rewarding problems in volume or money

Conclusion: the smart scale in the kitchen should be dedicated to provide in depth information helping the teams reduce the food waste with clear data.

MYTH NUMBER 7

“Trimmings are food waste!”



Let's go back the definition of food waste from FAO in 2014: Food waste refers to discarding or alternative (non-food) use of food that is safe and nutritious for human consumption along the entire food supply chain, from primary production to end household consumer level.

As much as we love to transform watermelon trimmings into kimchi, this is not viable for large operations where the daily production of trimmings is reaching hundreds of kilograms.

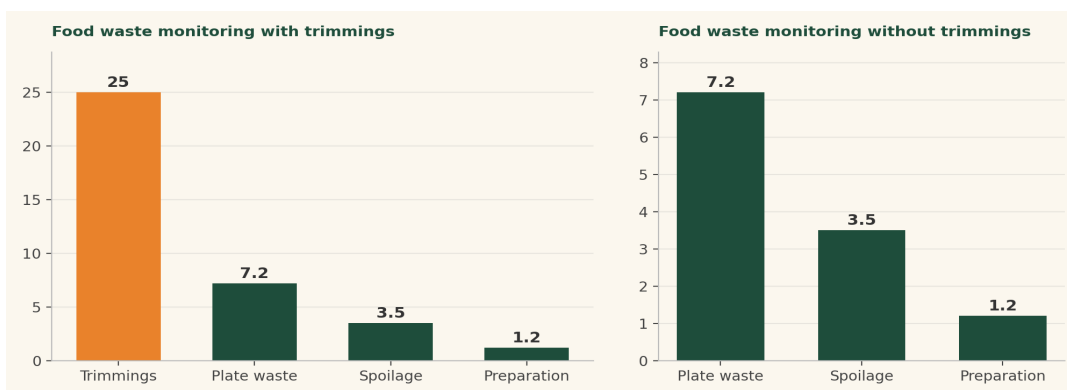


Trimming have been kept in the food waste calculation proposed by the smart scale companies to keep high numbers. It means that your monthly or yearly data will look enormous because of these trimmings. To include the trimmings in the food waste calculation and even monetize them is a wrong approach. These trimmings are polluting the data analysis and unfortunately the food waste management.

Trimming are a distraction we can't afford. They take too much space and there is almost nothing that can be done to eliminate them. The quick fix consisting in buying peeled fruits and vegetables to reduce food waste will increase the food cost and ultimately the footprint of the company because of the extensive packaging necessary to protect the peeled items.

Tips:

- Remove the trimmings from your calculation
- Focus on the items you can impact, like the scramble eggs on the buffet
- Other items to remove from the calculation: shells, bones, liquids



Conclusion: Make sure you are using the smart scale wisely and to your own benefit. This is a powerful tool and it should support your efforts to reduce food waste in its best capacity, not create more work for the team with limited or no usable information.

MYTH NUMBER 8

“The clients are complaining there is not enough food!”



The fear of complaints/bad reviews has incredible negative effects; it pushes the teams to overproduce to avoid any negative review. This attitude ends up creating unnecessary food waste. The path to reduce food waste must also take this aspect into account. Clients need education about food waste and restaurant and hotel teams must be trained to address complaints using all available resources. A proactive approach makes clients feel understood while simultaneously defending the hotel's/restaurant's values.



Tips:

- a. Seriously collect and store the complains from the clients
- b. Train the team to answer to complains using positive information
- c. Share your results to support your positioning

Suggestions:

- ✓ let you clients know that the buffet size will be reduced during the last 30 mn but they will still be able to access all the different items directly from the kitchen
- ✓ shift from a full buffet style breakfast to a hybrid option with more A la minute preparation or live cooking when feasible.
- ✓ turn the message into a positive comprehensive sentence, use funny references, don't communicate about food waste itself, the message should be colourful and inviting.

Example:

Early birds get the best worms!! Our buffet size will be reduced during the last 30 mn but let us know what you desire and we will bring it to you.

Conclusion: the clients complain card should not be the reason to change nothing in the manner the food is produced and displayed. Of course, the clients need to get the food they are expecting but not at the cost of tons of food waste being sent to the bin.

“We don't waste food; we send it to the staff canteen!”



When staff canteen is considered as a buffer for buffet leftovers, it poses few questions:

- ✓ do you monitor the amount of food channelled to the canteen?
- ✓ do you monitor the food waste generated at the canteen?
- ✓ do you take into consideration the potential volume of food sent to the canteen in the forecast of the food production for the canteen?
- ✓ do you consider the food cost of the food sent to the canteen compared to the food cost dedicated to the canteen?

Other issues that are often encountered include the food safety. Some of the food that is sent to the canteen may not be always following the HACCP requirements for example. In a nutshell, canteen should not be considered as a solution to solve the food waste issue.



Tips:

- a. Monitor the amount of food sent from the buffet to the canteen
- b. Check if all this food is consumed at the canteen
- c. Ask the team how they feel about the food coming from the buffet to the canteen

MYTH NUMBER 9B

“We don't waste food; we send it to the pig/chicken/fish/compost farm!”



I have heard this sentence from too many sources to not talk about it. To believe that the problem is solved because the food waste is not sent to the landfill but reused for animal feed is a common way of thinking to avoid facing the real amount of food wasted.

Once again, feeding animals with premium quality items is not a solution, it's a less worth case scenario between to evil solutions. Yes, it's better to send the food waste to feed animals but the real focus should consist in avoiding this food waste to exist instead of accepting that there is nothing we can do but feed animals with food prepared for humans and, in many countries, it is prohibited by law.



Conclusion: instead of trying to find solutions with the leftovers, it's important to monitor and reduce the volume of food that will be potentially sent to the canteen or animals or compost. These solutions are only the last resorts. The focus needs to happen at the prevention stage when the food can be saved.

“Our zero-waste dish is the best way to show our commitment to reduce food waste!”



Tomatoes salads or vegetable soup are almost generating zero food waste, it doesn't mean much in terms of commitment to reduce food waste. The bread pudding is also a classic that will be found in almost all the buffets.

Don't communicate about your efforts to reuse part of the ingredients in different dishes. It's already common sense and the best way for the Chefs to reduce their food costs.

Another important point: the words “Zero” and “Waste” should never appear on signs visible on the buffets, it's sending the wrong message to the clients.

How to engage with the clients to reduce food waste?

They must feel that they are part of the movement, the messages about saving the planet, about the amount of food sent to the landfill, about hunger in the world are simply not working. The clients are not in a position to make reasonable choices, especially when they face the opulence of an extensive buffet. The brain is attracted by different items and not by the messages asking them to reduce the amount of food they have in their plates.

The best option is to propose a rewarding system for the clients finishing their plates. They would access a small complementary sweet that is not available on the buffet. In case of all-inclusive hotels, we have tested the green tables where the families choosing these tables commit to finish their plates, in exchange they will receive a discount on one activity.



Tips:

- a. Be creative in the way you communicate about food waste, avoid the negativity
- b. Assess the communication displayed at the buffet, is it impactful?
- c. Propose a rewarding system, a quiz, ...

Conclusion: the food waste topic is also a taboo for the clients who will pile food in their plates but the blaming approach or the “Save the planet” kind of communication is not working and should be replaced by more fun, catchy, inventive messages.

MYTH NUMBER 11

“Food waste is not an issue because it’s already included in the food cost!”



This is also another misperception.

In reality, the food waste is not included in the food cost, it increases the food cost and reduces the profit margins. This is a different way to look at the numbers. Globally, the industry accepts a food cost between 30 to 35%. These numbers are not written in stone; they undermine the potential savings related to a better food waste management system.

First question to ask to your purchasing and financial teams: do you know the average cost of 1 kg of food?

The total food cost is known but it’s rarely analysed in volume and reported in kg.

Why is it important? You want to evaluate the average cost of 1 kg of purchased food to be in capacity to evaluate the cost of 1 kg of food waste. And, from there, to calculate your potential savings if you decide to reduce your food waste by 10, 20 or 30%.

Different weight, different costs:

Example monthly purchase, cost per kg, average cost:

500 kg of fruits	1 kg = 3 USD	Total = 1500 USD
100 kg of rice	1kg = 4USD	Total = 400 USD
50 kg of meat	1kg = 10 USD	Total = 500 USD
30 kg of fish	1 kg = 15USD	Total = 450 USD
Total volume in kg = 680 kg		Total cost = 2850 USD

Conclusion: 1 kg in average costs: 2850 USD / 680 kg = 4.2 USD



When you reach this point in the Manual, you have already implemented your food waste management and monitoring.

Let's take the following example: you have evaluated that you are throwing away daily 24 kg in average from your buffet overproduction.

Let's do the math: 24 kg per day means $24 \times 365 = 8760$ kg per year.

If you target to reduce this part of your food waste by 30%, you may save: $8760 \text{ kg} \times 30\% = 2628 \text{ kg}$.

You have calculated that 1 kg of food cost in average 4.2 USD. Your yearly savings would then become: $2628 \text{ kg} \times 4.2 \text{ USD} = 11037 \text{ USD}$.

Taking this information into account will help you reduce your food cost and convince your managers to support your food waste reduction initiatives.

Tips:

- a. Calculate the average cost of 1 kg of food
- b. Work closely with the finance team
- c. Don't expect immediate results it's taking time to monitor the impact

For more details, check this instructive white paper: <https://www.lightblue.solutions/blog-post/food-waste-hotel-owners-financial-opportunity>

CONCLUSIONS

1. The necessary shift from abundance to managed scarcity

This new approach concerns all hotel and restaurant operations.

There used to be single use plastic in rooms, individual soap bars, huge buffets, etc... In the past ten years we have shifted from abundance in the rooms to fewer items, especially thanks to the dispensers that are now everywhere.

The same shift needs to happen at the buffet. Overproduction generates food waste just to please few clients vision of the buffet looking nice and full until closing. There must be a new system where managed scarcity is the approach, ensuring the food presented on the buffet is eaten. Slowly, towards the end of the buffet service, the system should gently shift to an à la carte model, preparing food for the exact number of people. This new system would allow for reduced buffet waste while maintaining the clients' experience. This could even be announced through various communication channels as a solution to reduce food waste.



2. It's time for the teams to own the food waste tracking

The smart scales have most of the time forced their way into the kitchens. Now they are here and they will stay. It's time to reverse the ownership of these tools and let the team member use them for the benefit of searching for the right information. Food waste management is a complicate, multi-facial topic in which all the team members should be involved in order to implement a real strong system and use the technology to its maximum capacity in order to analyse the weak points in operations and implement better practices to finally tackle food waste.

Author: Nicolas DUBROCARD

If you have any questions, please contact me:

nicolas@solutionstourism.com