

Unit 204: Awareness of sustainability in the hospitality industry

Worksheet 4: Implement sustainable practices in the hospitality industry (Tutor)

1. Describe the importance of sustainability training for staff:

- Staff buy-in may be the most important aspect of managing a successful recycling strategy. Business should take the time to communicate with its employees, it will help to ensure they have a full understanding of proper waste disposal and its benefits.

Accept any suitable response

2. List **three** methods that an organisation can use to promote sustainable practices in the workplace:

- training
- toolbox talks
- promotion activities
- people champions
- objective setting
- target setting.

Accept any suitable response

3. Explain **two** activities which can be implemented to reduce waste the hospitality industry:

- **Stock rotation** – use the ‘FIFO’ rule: First in, first out, when storing food and other items which have a shelf-life. This ensures that newer stock is routinely placed behind older stock, and the older stock will always be used up first before it has chance to go to waste.
- **Menu planning** – wastage of food in the hospitality industry is a significant problem. The cost of food waste isn’t just the cost of buying the food, it also includes the costs of storing the food, preparing it, cooking, serving and disposing of it. Positive activities include:
 - cross utilising ingredients so that more than one menu item uses each ingredient.
 - buying small quantities of short shelf-life items, or utilise ingredients with a longer shelf-life.
 - making sure staff are trained on how to reduce spoilage and kitchen waste.
- **Reuse system** – this is heavily used in hotels for towel and bed linen, in which guest ‘hang it up and reuse’ towels and bedlinen is not changed every day. The

hotel saves on the labour cost of restocking and washing all of those extra towels and bed linen. Reusing towels and not changing bed linen every day really does save significant amounts of water and energy.

- Contemporary plastic key cards are made from PVC based plastic which is part of a highly toxic manufacturing process. Many hotels are shifting to card options made from paper, wood and bioplastic or using room entrance via guest smartphones.
- **Leftover food** – make use of leftover food somewhere else. For example, vegetable peelings and animal bones can be used to make stocks and soups, while day-old bread can be made into croutons or breadcrumbs.
- **Reduction in disposables items** – single-use items or disposable items are products and packaging that we throw out after only one use. These items are used for only minutes but their impact on our environment can last thousands of years. Items include plastic straws, plastic cutlery, water bottles, coffee cups, takeaway packaging and individual wrappers. These can all end up in landfill or contaminating recycling streams.
- There are many sustainable alternatives to single-use items. Switching to sustainable items can make a big difference for the environment. For example, for customers at coffee shops, cafes and restaurants, businesses should consider buying condiments in bulk and switch to reusable containers such as glass bottles or ramekins.
- **Separating waste streams** – wherever you work in the hospitality industry, there will be a policy and system for sorting out different types of waste that result from providing services to your guests.
- Placing items into the wrong waste streams might put the organisation at risk of breaching the law or pose a risk to waste handlers.
- Most waste streams follow a colour-coded system with different-coloured bags and containers for different kinds of waste
- **Energy monitoring and management** – this is the process of collecting information about where, when, how, and why energy is being used within an organisation, so it can increase efficiency, reduce costs and improve sustainability.
- An Energy Management System (EMS) for the hospitality industry allows managers to monitor individual guest rooms and track actual energy usage in different departments. Like energy-management systems that monitor, track and optimise energy consumption, predictive energy maintenance systems enables hospitality businesses to use sensor data to identify wasteful or overuse trends and alert maintenance staff.

- **Reviewing of processes** – reducing waste by improving systems and processes is the area that offers the greatest opportunities for waste reduction in the hospitality industry. Businesses should look at their existing processes to identify areas where waste is a problem and change processes to reduce excess waste.
- **Smart procurement** – managers should consider using minimal suppliers and where possible, getting suppliers to be able to supply a number of required products in one delivery.

Accept any suitable response

4. State **three** sustainability legislation/regulations/codes of practices applicable in your own area of work

This will depend on the country and region that the learner is working/studying in. Tutors are advised to research applicable legislation/regulations/codes of practice.

Accept any suitable response