



IO1: Design and development of the e-Platform with e-training resources and 12 case studies. Task: Case study Template

1) Case study template: Hospitality sector

<i>Partner Name</i>	SC METROPOLIS GRUP SRL	<i>Case Study Number</i>
<i>Case Study Title</i>	Food waste management and minimisation in Hotel Metropolis	
<i>Sector</i>	Hospitality	
<i>Problem / Background / description of case study</i>	Since waste management in general and food waste management particularly are a crucial part of protecting the environment, raising awareness as well as presenting proper handling approaches among the public is a necessity. The case study aims to provide the answers to the following questions: 1) What are the causes of food waste at Metropolis Hotel Bistrita ?; 2) What are the impacts when food get wasted?; 3) What are the challenges in reducing food waste at the hotel?; 4) What the approaches to tackle food waste?.	
<i>Did they consider (modern) consumers behaviour before moving towards CE and waste management? Did consumer behaviour have an impact on them and their operation?</i>	Since there is a pre and post –consumer waste, the main issue we considered were the consumer’s preferences even from the moment of choosing products to be included in a la carte and minibar menu, then when recommending events menu	
<i>Waste management tools / methods applied.</i> <i>What is their operation process related to food waste? Do they follow specific protocols? Methods? Processes? Etc.</i>	<ol style="list-style-type: none"> 1. Menu – the selection of products to be offered in a la carte menu will be as concentrated as possible, with good quality product, adapted to the season and local products in order to be able to supply fresh products in very short purchasing time. So we don not work with large f&b stocks. 2. Quantity – the a la carte menu is concived in such a manner that the portions will be optimal, so there will not be big waste due to the quantity the consumer has in the plate. 3. Events menu – when concieving the event menu we consider the local traditions and local consumers behavior, trying to touch the preferences of a very large majority of our guests, considering their social status, where they come from, ecc. 4. The menu is renewed every year, on base of the best solded products analisys – the less solded are replaced with more popular products 5. The personell is trained and monitorised to use at the best 	





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	<p>the products. The stocks are controlled periodically by management. The chefs are controlling every day the well function of refrigerators, monitoring the inside temperature so there will be not</p> <ol style="list-style-type: none"> 6. The selling personell is trained to communicate with the chef in order to sell the products before expiring date 7. Tehnology – the kitchen is dotated with proffessional equipments to be used in all the sequenses of food preparation and cooking 8. The products with valability term close to due date will be offered to internal staff for free
<p><i>Do they have a dedicated team to work with waste management or waste minimisation?</i></p>	<p>Members of f&b department such as: F&B manager, purchasing manager, chef, team leader and shift leader are incharged wityh CE and food waste management</p>
<p><i>Do they track waste manually or through an automated system? What are their findings? What are the benefits?</i></p>	<p>Tha waste is traked manually, by fysical inventory of the stocks and weighting the leftovers at the end of the day. The causes of large amount of waste are mainly: Too large portion sizes, unadaptd menu to season and demand, overstocking, inefficient production due to poor estimation of the request, poor communication, inefficient service model, staff behaviour unskilled trimming, over-merchandising, customer preferences, menu addaptance to the customers it adreeses to, food safety</p>
<p><i>How did they get the team onboard and work together? i.e. benefits, reward system, training etc.</i></p>	<p>The team is enouraged to keep correct inventory, to adapt to the real situation and to estimate as precise as possible. The orders are sent to purchasing department using the micros fidelio program so there will be no human mistake while calculating the necessary of the amount of products to be used. There are peridical meeting with the main topic food waste.</p>
<p><i>What specific training did they receive on waste management and how did they receive it?</i></p>	<p>While attending chef classes, or cooking classes they recived food waste management informations The waiters are also qualified, amd part of their training is cross selling and communication with the kitchen staff in order to reduce food waste</p>



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<p><i>How is circular economy being applied? What can you identify from the case study.</i></p>	
<p><i>Which skills can you (partner) identify as needed for the restaurant (case study) staff to possess to successfully conduct food waste management and minimisation</i></p>	<ul style="list-style-type: none"> - Responsibility - Honesty - Creativity - Selling skills - Credibility - Attention - Dedication - Loyalty
<p><i>Resulting benefits: impact on restaurant based on their practices (kg in waste, statistics of food being wasted, minimisation statistics following adoption of CE and waste management etc.)</i></p>	<p>We identified 3 types of waste, and all the selling, customer option and f&b a la carte and event menu are adapted to our strategy of reducing the food waste.</p> <p>Type of waste/origin of waste :</p> <p>Kitchen waste, preparation and cooking</p> <p>Serving waste, left from cooked and prepared meals</p> <p>Customer plate leftovers :</p> <p>Food waste Originally edible (OE)</p> <p>Spoiled products, incorrectly prepared food, expired date products</p> <p>Overproduction, food left from the buffet</p> <p>Food leftovers by customers on plate</p> <p>Bio waste Originally inedible (OIE):</p> <p>Inedible parts of vegetables, coffee grounds and bones</p> <p>Inedible parts of vegetables, bones Vegetable peelings, bon</p> <p>Monitorizing all of these three componetn of Food waste it is easier for us to choose the right strategy to have the optimal food stock, f&b menu, seeling team trainings, ecc</p>
<p><i>Can this case study be transferred to small / micro-organisations in the hospitality sector?</i></p>	<p>It can be used in any small or big hospitality organisation</p>





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<i>Has collaboration been arranged with local food/service suppliers? If yes, how is this arranged</i>	We collaborate with big and small local food providers, purchasing the desired food from local market or from hypermarket. We have contracts that establish the quantity, the quality and the terms to be respected
<i>Is this case study national?</i>	No
<i>Is this case study innovative? If yes, how?</i>	It is the first internal case study regarding food waste and CE at Hotel Metropolis or at any local hotel. It helped us reduce food waste and to implement CE theory in our staff
<i>Which technologies are used in the case study, if any?</i>	Micros Fidelio data
<i>Can this case study be used in the CE4Food training programme? If yes, which module can it supplement?</i>	
<i>Source/Reference</i>	
<i>Website</i>	www.hotelmetropolis.ro
<i>Other</i>	

