

WEEKLY UPDATES

Week 1

Food Waste Management Project Kick Off

For every \$1 spent on reducing food waste, hotels can save between \$5 and \$10.
– World Resources Institute, 2013



[INSERT PROPERTY NAME] will be undertaking a 15-week program to reduce food waste at our hotel. You are receiving this email because you have been designated as a Food Waste Management Champion for your department. Each week, you will receive an email with upcoming tasks and helpful reminders.

We are very excited to be kicking off this effort and look forward to working with all of you to improve our operations!

Bin Orders

The first step is ordering new or additional bins to separate food waste from other waste streams in storage areas, kitchens and points of service. Please send the number of greens bins that you need to properly separate food waste in your apartment to [XXX] by [INSERT DEADLINE].

Surveys

Before implementing this program, the property would like to gather a baseline of staff awareness and adoption of existing food waste management behaviors. Please distribute this pre-program survey at your next staff meeting and send final responses to me by [INSERT DATE]. The survey is available in English and Spanish.

Bi-Weekly Meetings

To keep us on track, the Food Waste Management Task Force will meet on a bi-weekly basis to review progress and discuss challenges. Please send [XXX] the best day and time for this meeting by the end of this week.

Upcoming Tasks

- Provide availability for bi-weekly meetings
- Administer pre-program surveys
- Share program information with staff
- Provide number of new bins needed for your department

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 2

Food Waste Management Program Roll Out

4.5 million tons of food are wasted by hotel restaurants, breakfast buffets, and banquets each year. – World Wildlife Fund, 2017



Thank you for your patience as we procure and roll out food waste bins for each department. We look forward to officially kicking off our new separation and tracking strategy next week.

Bin Roll Out

Once you receive bins, place them thoughtfully- disrupt habits but not operations. Place food waste bins directly where food waste occurs. Mark bin locations with tape on the floor and train all stewarding staff, including temporary and overnight, to return food waste bins to designated spots.

Use the Lobster Ink Video Training Modules, linked on HotelKitchen.org, to train staff on effective food waste management concepts and strategy. Continually reinforce separation behavior by referencing our efforts and resources during huddles and by engaging staff at the bins when common mistakes are made. See HotelKitchen.org/Training for more ideas on how to engage staff.

Surveys

Please continue to administer surveys to staff so we can determine a reliable baseline. Our goal for staff survey participation is at least 40%. The deadline for submission is [INSERT DEADLINE HERE].

Biweekly Meetings

You should have received an invitation to our first biweekly Task Force meeting on [DATE] at [TIME]. We will meet in [LOCATION] and discuss program challenges and strategy. These meetings will occur at the same time, every other week. If you're unable to attend, please designate a proxy.

Upcoming Tasks

- Administer surveys
- Place new bins thoughtfully and mark designated locations with tape on the floor
- Reinforce separation behavior with staff
- Explore training materials available on HotelKitchen.org
- Attend Food Waste Management Task Force meeting

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CONTACTS:

[INSERT CONTACT INFO FOR KEY TASK FORCE CHAMPIONS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 3

Food Waste Management Separation Begins

Motivation is what gets you started. Habit is what keeps you going. – Jim Ryun



Now that your bins have been placed, training on separation and tracking can begin. If you have a resource need that cannot be located on [HotelKitchen.org](https://www.hotelkitchen.org), please send [XXX] an email so the Task Force can assist.

Staff Training

This week is the official roll out of separation and tracking behaviors- punctuate the beginning of this effort by communicating to staff during huddles and meetings. Continually reinforce separation behavior by referencing our efforts and resources during huddles and by engaging staff at the bins when common mistakes are made. Encourage staff to frequently check bin contents and note opportunities to reduce waste. Collected data should be uploaded to [PROPERTY TRACKING SYSTEM].

Five short training modules are available to guide staff in adopting efficient food waste management behaviors. They cover (1) the scope of food waste as an industry issue, (2) the necessity of Food Waste Champions to achieve property food waste goals, (3) separation and tracking strategy, (4) guiding principles to prevent food waste in storage spaces and kitchens, (5) guiding principles to manage food waste after service to guests. See [HotelKitchen.org](https://www.hotelkitchen.org) for signage, resources and links to Lobster Ink Training Modules.

Surveys

The due date for surveys was [DATE]. If you have any stray surveys or staff interested in completing the survey, please prioritize this today and tomorrow. We will administer a similar survey to the same staff members following the completion of this 15-week program to gauge shifts in employee engagement on food waste managing and reducing behaviors.

Upcoming Tasks

- Kick off program to staff teams during huddles and meetings
- Hold staff training(s)
- Submit any surveys
- Reinforce separation and tracking behaviors

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CONTACTS:

[INSERT CONTACT INFO FOR KEY TASK FORCE CHAMPIONS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 4

Food Waste Management Tracking Begins



**Do. Or do not. There is no try.
– Yoda, The Empire Strikes Back**

Separation started this week and you may have experienced challenges along the way, please take note and share these at our upcoming Food Waste Task Force Meeting on [DATE] so we can offer support.

Surveys

All surveys have been collected and will be analyzed against our second round of surveys following our 15-week implementation program. This way we'll gauge our success training staff on food waste management and prevention concepts.

Separation & Tracking

If your department hasn't already, begin tracking the food waste you produce and uploading the data to [PROPERTY TRACKING SYSTEM], so we can measure program success over time. This data exercise will demonstrate program success to staff and management, expose program opportunities and justify future efforts.

We understand that staff is still adopting accurate separation behavior. Continue to reinforce this during team huddles and when contamination is noticed in bins. Communicate with the Task Force if you're having trouble with behavior adoption in your department.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks. Lobster Ink video modules can be accessed through HotelKitchen.org/Training.

Upcoming Activities

- Reinforce separation behavior with staff
- Continue staff trainings
- Begin enforcing tracking behavior
- Contribute department food waste data weekly to [PROPERTY TRACKING SYSTEM]

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CONTACTS:

[INSERT CONTACT INFO FOR KEY TASK FORCE CHAMPIONS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 5

Food Waste Management Data Entry Begins

**It is a capital mistake to theorize before one has data.
– Sherlock Holmes, A Study in Scarlet**



A big thank you to all for your continued participation and enthusiasm as we move forward with this program! We are excited to review the separation data we have received from your departments. Below is a summary of tasks for the upcoming week, which were introduced during our Task Force Meeting on [DATE].

Separation & Tracking

Please contribute your department's tracked food waste data to our [PROPERTY TRACKING SYSTEM] so we can identify our property's key drivers of food waste and track our program success over time.

Please help us gain access to these key metrics to best understand the impacts of our food waste management efforts: cover count, occupancy rate and food procurement, labor and waste hauling costs. This will help us normalize our food waste data against standard metrics. Our goal is to produce less than half a pound of food waste per guest we serve.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks. Lobster Ink modules can be accessed through HotelKitchen.org/Training.

Upcoming Activities

- Reinforce separation and tracking behavior with staff
- Contribute departmental food waste data to [PROPERTY TRACKING SYSTEM]
- Help determine key metrics for data analysis

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 6

Food Waste Management Data Entry Continues

Great things are not done by impulse, but by a series of small things brought together. – Vincent Van Gogh



Week two of data entry has been a success and we are excited to see everyone's enthusiasm for the program – keep up the good work! The next two weeks we will continue to measure our waste to create a baseline for our property from which we can measure reductions after implementing prevention strategies.

Separation & Tracking

As a reminder, please upload your department's tracked food waste data to [PROPERTY TRACKING SYSTEM] from the past week so we can identify our property's key drivers of food waste and track our program success over time.

Please help us gain access to these key metrics to best understand the impacts of our food waste management efforts: cover count, occupancy rate and food procurement, labor and waste hauling costs. This will help us normalize our food waste data against standard metrics. Our goal is to produce less than half a pound of food waste per guest we serve.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks. Lobster Ink modules can be accessed through HotelKitchen.org/Training

Upcoming Activities

- Reinforce separation and tracking behavior with staff
- Contribute departmental food waste data to [PROPERTY TRACKING SYSTEM]
- Help determine key metrics and ways to accurately track this data for data analysis
- Continue staff training

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 7

Food Waste Management Establishing our Baseline

Every link is the perfect length if you don't measure it. – Marty Rubin



Thank you, Champions, for all of the hard work establishing a successful separation and measurement system across all of our outlets. We have successfully measured [X] weeks of food waste and have been able to establish a baseline metric for how much waste we are producing both in the back of the house and from our guests. Below is the official baseline we will be measuring our progress against until the end of this 15-week project and a summary of the activities for the upcoming week:

Our Food Waste Baseline

The past [X] weeks of separation and measurement have resulted in the establishment of the following baseline:

[X.XX] pounds/guest

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks. Video modules can be accessed through HotelKitchen.org/Training.

Food Waste Data

Food waste and cover data is due! Please upload to [PROPERTY TRACKING SYSTEM].

Upcoming Activities

- Provide weekly food waste data
- Continue Lobster Ink training
- Communicate the baseline and goals to your teams and our upcoming targeted prevention projects

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 8

Food Waste Management Prevention Week 1

**Tell me and I forget. Teach me and I remember.
Involve me and I learn. – Benjamin Franklin**



Thank you, Team, for your continued support on this effort. We have had [insert description of how separation and measurement went]. Now that we have our baseline established, we are entering the prevention phase of our project, which will require continuous improvement day after day. However, for the next 5 weeks, we are going to choose one department or activity to focus on to see what solutions and ideas we can generate and how taking a more waste conscious approach to planning, handling, and serving food can improve upon on baseline with the goal of [INSERT GOAL]. Below is a summary of this week's upcoming activities:

Prevention Strategy of the Week: Creating a Waste Reducing Menu

This week our focus for prevention will be on our menus and menu development, which will hopefully be an ongoing process. [HotelKitchen.org](https://www.hotelkitchen.org) has numerous resources to help with this exercise including a sample menu, a produce yield ranking tool, and principles for a waste reducing menu.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks. Access Lobster Ink modules on [HotelKitchen.org/Training](https://www.hotelkitchen.org/training)

Food Waste Data

Food waste and cover data is due! Please upload to [PROPERTY TRACKING SYSTEM].

Upcoming Activities

- Provide weekly food waste data
- Continue Lobster Ink training
- Have the culinary team review waste reducing menu principles and begin developing one waste reducing menu that can be integrated into our larger banquet/event catering options

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 9

Food Waste Management Prevention Week 2

When it comes to great food, restrictions are the catalyst to creativity!



Thank you for your continued support on this effort. We are heading into our second week of prevention and the changes we are making are already delivering [INSERT ANY POSITIVE STATISTICS] results. Below is a summary of this week's upcoming activities:

Prevention Strategy of the Week: Sales Conversation

This week our prevention focus will be on working with external clients and how important that interaction is to preventing food waste. Providing accurate guest counts, making sure contracts allow for food donation, and discussing how plating and service options can reduce food waste, are just a few of the strategies you should reinforce with your staff. [HotelKitchen.org](https://www.hotelkitchen.org) has additional resources and possible questions to raise with clients included in the Waste Reducing Menus, Guiding Principles document.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks.

Food Waste Data

Food waste and cover data is due! Please upload to [PROPERTY TRACKING SYSTEM]. Here is a snapshot of our waste per guest since we started:

[INSERT GRAPH]

Upcoming Activities

- Provide weekly food waste data
- Continue Lobster Ink training
- Discuss how the sales conversation can prevent waste with relevant staff

[HOTELKITCHEN.ORG](https://www.hotelkitchen.org)

CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 10

Food Waste Management Prevention Week 3

What we learn with pleasure we never forget!
– Alfred Mercier



Thank you, Champions, for your continued support on this effort. We are heading into our third week of prevention and the changes we are making are already delivering [INSERT ANY POSITIVE STATISTICS] results. Below is a summary of this week's upcoming activities:

Prevention Strategy of the Week: Receiving & Storing

This week our focus for prevention will be on reviewing and understanding how our receiving and storing policies are impacting food waste. Our procurement staff and stockroom staff will focus on any improvements we can make to our First In First Out (FIFO) process, do a quick visual audit of their organic waste bin to see what and how much they are disposing of each day, implement practices on the spot to reduce this waste, and report any suggested policy improvements. For more strategies, remember to visit HotelKitchen.org.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks. Lobster Ink modules can be accessed at HotelKitchen.org/Training

Food Waste Data

Food waste and cover data is due! Please upload to [PROPERTY TRACKING SYSTEM]. Here is a snapshot of our waste per guest since we started:

[INSERT GRAPH]

Upcoming Activities

- Provide weekly food waste data
- Continue Lobster Ink training
- Discuss receiving and storing prevention activities with relevant staff

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 11

Food Waste Management Prevention Week 4

Human behavior flows from three main sources:
desire, emotion, and knowledge. – Plato



Thank you, Team, for your continued support on this effort. We are heading into our fourth week of prevention and the changes we are making are already delivering [INSERT ANY POSITIVE STATISTICS] results. Below is a summary of this week's upcoming activities:

Prevention Strategy of the Week: Meal Prep

This week our focus for prevention will be on our current meal preparation activities including our current standards for butchering and chopping fruits and vegetables to see how lean we can be. Please incorporate this theme into your daily or weekly staff meetings and have the team working to separate, measure and catalog their daily prep waste. This is not a competition and we want accurate measures, so ensure all food waste is making it into the bins.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [X] weeks. Lobster Ink modules can be accessed through HotelKitchen.org/Training

Food Waste Data

Food waste and cover data is due! Please upload to [PROPERTY TRACKING SYSTEM]. Here is a snapshot of our waste per guest since we started:

[INSERT GRAPH]

Upcoming Activities

- Provide weekly food waste data
- Continue Lobster Ink training
- Discuss meal prevention activities with relevant staff

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 12

Food Waste Management Prevention Week 5

An ounce of prevention is worth a pound of cure.
– Benjamin Franklin



This week we will continue to focus on prevention with a spotlight on opportunities to reduce and prevent waste during service. Below is your weekly summary of activities:

Prevention Strategy of the Week: Service

This week our focus for prevention will be for banquet and serving staff to pay close attention to buffet flow and restocking. For servers in the restaurant, the focus will be on bread and other complementary items and asking customers before automatically providing options such as bread and butter, ketchup in an individual dish, and individual items of jams. See [HotelKitchen.org](https://www.hotelkitchen.org) for more tips to prevent waste during and after service.

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [2] weeks. Access Lobster Ink modules through [HotelKitchen.org/Training](https://www.hotelkitchen.org/training)

Food Waste Data

Food waste and cover data is due! Please upload to [PROPERTY TRACKING SYSTEM]. Here is a snapshot of our waste per guest since we started:

[INSERT GRAPH]

Upcoming Activities

- Provide weekly food waste data
- Continue Lobster Ink training
- Discuss service prevention activities with relevant staff

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 13

Food Waste Management Donation

The future belongs to those who understand that doing more with less is compassionate, prosperous, & enduring, & thus more intelligent, even competitive.
– Paul Hawken



Our property continues to make progress on preventing food waste from banquets and events. This week we will be focusing on maximizing our donation potential thus diverting more food waste from [INSERT YOUR DIVERSION SOLUTION]. Below is your weekly summary of activities:

Donating Food

Do you know what the Bill Emerson Good Samaritan Food Act is? This act allows properties, like ours, to donate food without fear of a lawsuit so long as the food we are donating is safe to eat to the best of our knowledge. This week please plan to discuss donation requirements with your teams including how they can play their part in helping optimize our donation potential. As a reminder, our donation partner(s) is/are [XXX] and have the following requirements for our donated food:

- [XXX]

Lobster Ink Videos

Continue with staff training! We are currently at [XX%] of the staff and want to get to 90% by the end of our trial period in [2] weeks. Access modules through HotelKitchen.org/Training

Food Waste Data

Food waste and cover data is due! Please upload to [PROPERTY TRACKING SYSTEM].

Upcoming Activities

- Provide weekly food waste data
- Continue Lobster Ink training
- Discuss donation with your staff

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Week 14

Food Waste Management The End is Near

When you reach the end of your rope, tie a knot in it and hang on. – American Proverb



Thank you! Thank you! Thank you! Next week is our final week of the 15-week program. Next week, we will have our final group meeting to discuss how the project functioned and what next steps should be moving forward. Below is a summary of activities to complete during this final week:

Lobster Ink Videos

Continue with staff training! Please continue training using both the Spanish and English versions of the videos and let your staff know who are the top performers in the group and consider providing incentives for good participation. Modules can be accessed through HotelKitchen.org/Training.

Successes and Challenges

Start preparing a list of successes and challenges you and your department's staff experienced over the past 15 weeks of attempting to reduce food waste at [INSERT PROPERTY NAME]. We will review these lists in detail at our next meeting and discuss how to overcome some of the challenges as we move forward.

Food Waste Data

Please send all data to [INSERT DATA MANAGER] by [INSERT DATE]. The final outcomes of this initial project period will be communicated back to the staff two weeks after we receive the final data.

Upcoming Activities

- Upload weekly food waste data to [PROPERTY TRACKING SYSTEM]
- Continue Lobster Ink training

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CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email

WEEKLY UPDATES

Final Week

Food Waste Management THE END

It's something unpredictable, but in the end it's right. I hope you had the time of your life. – Good Riddance, Green Day



Thank you again to everyone for the time and energy you have dedicated to this project over the past 15 weeks. We are well on our way towards achieving our reduction goals! As we transition out of the getting started phase and into our long-term maintenance of our food management strategy here are a few final items:

Post-Project Surveys

Please have your staff complete the post-project surveys attached, so we understand how effective the task force has been at communicating and training employees about the importance of food waste prevention, donation, and diversion. Surveys are due back by [INSERT DATE].

Food Waste Data

While our initial 15-week push to start a food management strategy is coming to an end, we will still be collecting data to measure progress against our goals. Please continue to gather all relevant data and report it through the appropriate challenges.

Upcoming Activities

- Continue entering weekly data
- Have staff complete post-project surveys
- Keep up the good work of preventing food waste!
- If you'd like to dive deeper into resources for prevention and recovery, refer to [HotelKitchen.org](https://www.hotelkitchen.org)

HOTELKITCHEN.ORG

CONTACTS:

[INSERT CONTACT DETAILS FOR KEY CONTACTS AT YOUR PROPERTY]

Name | Role | Email