

## APPENDIX H: OVERCOMING COMMON CHALLENGES

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Phase	Challenge	Solution
Separation & Measurement	Bin Placement	<ul style="list-style-type: none"> <li>Alert and train staff prior to replacing the bins to make sure they are aware what the new bins should be used to capture</li> <li>Mark the floor or wall with colored tape or signage so after the bins are emptied they are returned to their appropriate location</li> </ul>
	Bin contamination	<ul style="list-style-type: none"> <li>Use magnetic bin tops to catch silverware</li> <li>When you notice contamination discuss with the staff immediately and with positive messaging to reinforce the intended behavior</li> <li>When you notice staff making an extra effort to reduce or divert food waste, positively reinforce</li> </ul>
	Staff Training & Engagement	<ul style="list-style-type: none"> <li>Start every meeting with a reminder on proper separation</li> <li>Reinforce behavior daily as you see both good and bad habits in action</li> <li>Consider offering a training to all new employees that teaches and tests them on food management practices at your property</li> </ul>
	Union Labor	<ul style="list-style-type: none"> <li>Communicate openly with union representatives about your program goals and staff roles, as early in the process as possible</li> <li>Assign certain tasks to non-union staff</li> <li>Offer professional incentive to self-electing staff volunteers and champions</li> </ul>
	Overnight Staff	<ul style="list-style-type: none"> <li>Host a meeting with the night managers and staff to discuss new waste procedures</li> <li>Engage this group early in the process and explain the proper disposal of the food in the new colored bins and the proper placement of the bins once they have been emptied</li> </ul>
	Temporary Staff	<ul style="list-style-type: none"> <li>Whenever a new temporary staff team joins your operation, clearly communicate proper food waste management techniques to staff and managers</li> <li>If using a temporary staffing agency, communicate program goals with the agency and work together to assure habit adoption</li> <li>Use clear and multilingual signage throughout the operation to reinforce habits</li> </ul>
	Staff turnover	<ul style="list-style-type: none"> <li>Embed operating procedures and food culture within the HR process by incorporating it into job descriptions, requiring training during the onboarding process, and continually reinforcing the theme throughout the year</li> </ul>
	Dispersed Operations	<ul style="list-style-type: none"> <li>Multiple kitchens and outlets can lead to complexity implementing and enforcing such a program. Identify a champion to own the program in each outlet or kitchen. They'll be responsible to communicate successes and obstacles from their zone.</li> </ul>
	Program Adoption Across Functional Departments	<ul style="list-style-type: none"> <li>Bring all relevant departmental leaders to the table before program implementation and collaborate on program logistics and goals as appropriate to each distinct food service function.</li> </ul>
	Concurrent Campaigns	<ul style="list-style-type: none"> <li>Find ways to connect the various sustainability campaigns or initiatives throughout the property. Food is a cross-cutting issue that has significant connections to water and energy usage, as well as community welfare. Punctuating the interconnectedness of property initiatives can bolster adoption of each program</li> </ul>

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Prevention	Changing behaviors	<ul style="list-style-type: none"> <li>• Use the Lobster Ink video series to introduce staff to some prevention strategies</li> <li>• Send staff to HotelKitchen.org to find additional prevention resources and activities they can undertake as part of their job function</li> <li>• Provide incentives to staff who implement new strategies and encourage fellow staff to do the same</li> </ul>
	Balancing Benefits of Reduction with Labor Investments	<ul style="list-style-type: none"> <li>• Successful food waste reduction programs can achieve savings in food and waste hauler costs. Assess the financial benefits of such a program within the context of your operation.</li> </ul>
	Buffet Expectations and Standards	<ul style="list-style-type: none"> <li>• Consult the Prevention section of this toolkit for comprehensive guidance on limiting waste from buffet service</li> </ul>
Recovery	Availability of options	<ul style="list-style-type: none"> <li>• When offsite options for food waste diversion from landfill are not available through your waste hauler consider the following options:               <ul style="list-style-type: none"> <li>&gt; Sending food to a farmer</li> <li>&gt; Sending food to an animal feed production operation</li> <li>&gt; Investing in an onsite option (digester or compost)</li> </ul> </li> </ul>
	Donation Volume Requirements	<ul style="list-style-type: none"> <li>• Form a donation alliance with other hotels or restaurants in your area to meet volume requirements for larger scale food recovery partners</li> </ul>
	Minimizing liability for food donations	<ul style="list-style-type: none"> <li>• Remember you are not liable for any food donations given in good faith and standard food safety time and temperature guidelines are followed, as designated by the Bill Emerson Good Samaritan Food Donation Act</li> <li>• Ask your food donation partner for a food donation agreement that provides further protections.</li> </ul>