

## APPENDIX A: SAMPLE SCRIPT

**The following agenda outline and script can be used to introduce key leadership to your hotel's food waste reduction effort and each team member's role in the initiative.**

### MEETING GOALS

- Introduce food waste reduction initiative's objectives
- Discuss possible food waste reduction goals
- Review project timeline and immediate next steps
- Review individual department responsibilities
- Discuss how to implement food waste separation and tracking

### ATTENDEES & PROGRAM RESPONSIBILITIES

<b>General Manager</b>	Sponsor and advocate participation of hotel staff
<b>HR Director</b>	Deliver staff surveys, schedule trainings, and develop project communication
<b>Executive Chef</b>	Separate and track pre-service food waste
<b>Head of Service/Catering Staff (could be F&amp;B Director)</b>	Encourage staff support of tracking activities
<b>Head of Stewarding</b>	Separate and track post-service food waste
<b>Sustainability Director (if applicable)</b>	Program Support

### KEY TALKING POINTS (ADJUST AS NEEDED)

**Introduction.** We will be implementing a food waste reduction initiative over the next months with the goal of creating a food waste prevention culture at our property. This effort will require the tracking of food waste production data, like the Weight Watchers model for weight loss, to track our reductions over time. We will separate our food and organic material from other waste streams, and monitor its production in the various areas of food service. Once our separation and measurement system is running smoothly, we will implement a series of prevention actions to improve efficiency and cost savings across our operations.

**Separation.** We will be using green bins to capture food waste across the hotel. This week, report the number of bins currently capturing any food waste to management so that green bins can be procured and installed next week. Storage, culinary, service and stewarding teams must be briefed on this process change and our new separation strategy prior to green bin installation next week.

**Tracking.** At the end of each work day OR as bins are emptied, stewarding staff will weigh bin contents OR count the number of full bins by bin size and record. These numbers will be delivered daily to the Food Waste Management Task Force or Data Manager, who will track them using a simple excel sheet or online data management tool, if available. We request that Head of Stewarding select stewards to be responsible for this data recording task. These individuals should be put in contact with the Task Force or Data Manager to determine the best way to manage and transfer data. (OR describe technology-enabled tracking strategy)

**Communications.** HR will distribute updates to staff twice a month to show the progress our property is making.

**Next Steps.** Our immediate next step is to develop a fully functional separation and measurement system to monitor our production of food waste. Over time this data will help us find opportunities to improve our operations and prevent more waste. Please encourage your teams to look for these opportunities in their day to day tasks and report them back to you.