

Fact Sheet

Dish return useful for information gathering – for caterers, kitchen staff and service staff

Outline

The return of empty or half empty dishes can be used to gather feedback. The guests could either be asked directly if the food was tasty or not, or you can set up a feedback station which can be used anonymously by the guests. It can also be practical to gather the guests' feedback through the customer. The service staff should be instructed not only to ask if the food tasted delicious, but rather to request more precisely why there are leftovers – if so. Furthermore, the return of the dishes can be used to gather data about the amount and type of leftovers on the guests' plates. This data can be used in the evaluation of the catering operation.



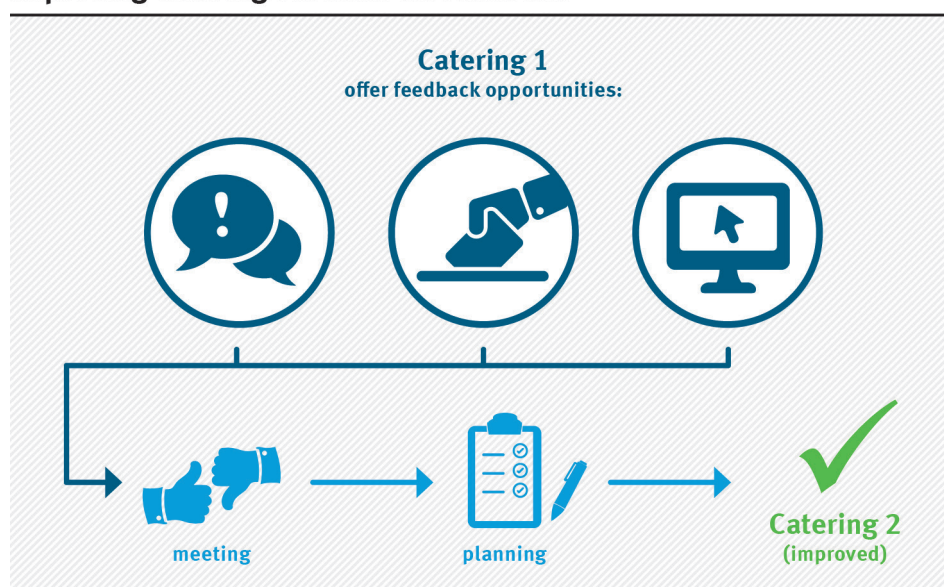
Procedure

- ▶ Gather feedback from the guests directly or indirectly through your customer
- ▶ Gather data on the amount and type of leftovers on the plates of the guests
- ▶ Separate the leftovers from other waste and dispose of them in suitable waste bins

Environmental relevance

The continuous gathering of feedback from guests and a corresponding use of the obtained information can contribute to future prevention of food waste.

Improving catering services via feedback



Source: Umweltbundesamt