

Fact Sheet

Finishing the catering event and final procedures – for caterers and customers

Outline

After finishing the food distribution and the catering operation, the next step is to manage the passing on of leftover food. An important issue for preventing leftover food waste is the appropriate organisation of this step prior to the catering event. Moreover, the reflection and evaluation of the catering service is central to the prevention of food waste and should be performed by the whole team. By adjusting the amounts of food waste and the calculated quantities, a continuing improvement process can be initiated and sustained as necessary. A final discussion with the customer provides an opportunity for feedback and ensures customer satisfaction. This is important for follow-on orders. The customer's feedback is valuable with regard to gaining experience, especially regarding the food quantities and quality.



Procedure

- ▶ Pass on leftover food to the customer, guests, the caterer, kitchen staff, service staff or third parties according to the agreement with the customer
- ▶ Ensure legal coverage by having the waiver of liability signed
- ▶ Organise waste disposal and management
- ▶ Reflect on the catering operation, together with the kitchen and service staff
- ▶ Undertake a concluding discussion between the caterer and the customer
- ▶ Identify and promote the positive aspects of a catering event with an integrated approach to food waste prevention

Environmental relevance

It is desirable to have no leftover food at the end of a catering event. Thus it is necessary to exhaust all possibilities to prevent food waste along all process steps and coordinate the passing on of possibly leftover food with all partners.

