

## Fact Sheet

### Planning the catering – for caterers

#### Outline

The planning of a catering operation concerns the compilation of a suitable menu, including the calculation of quantities and costs, and all the following processing steps. Most important: clear and conclusive communication with the customer on the prevention of food waste.



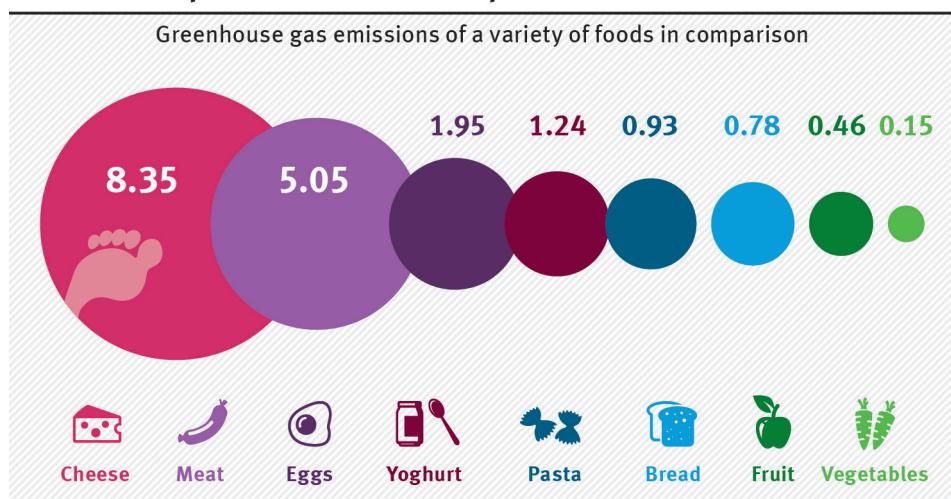
#### Praktische Vorgehensweise

- ▶ Develop an internal concept for preventing food waste
- ▶ Train and activate the employees
- ▶ Submit an attractive offer to customers
- ▶ Alert customers to the approach of preventing food waste
- ▶ Coordinate and, if necessary, repeatedly adjust the menu compilation and quantities for the catering event with the customer
- ▶ Calculate quantities on the basis of standardised recipes and experiences
- ▶ Set specific tasks for all processing steps

#### Environmental relevance

Animal based foods cause distinctly higher greenhouse gas emissions than plant based foods. This should be given due consideration when planning a catering operation.

#### From farm to plate: the climate footprint of our foods



Greenhouse gas emissions in kilogram CO<sub>2</sub> equivalents per 1 kg product

Source: Öko-Institut 2016

## Fact Sheet

### Supporting the catering-planning – for customers

#### Outline

As customer of a catering service, I (we) can actively support the commitment from the caterer to prevent food waste. One way of doing this is to communicate the importance of preventing food waste within the call for bids. After the acceptance of a bid, regular communication with the caterer during the planning phase of the catering service has a high priority.



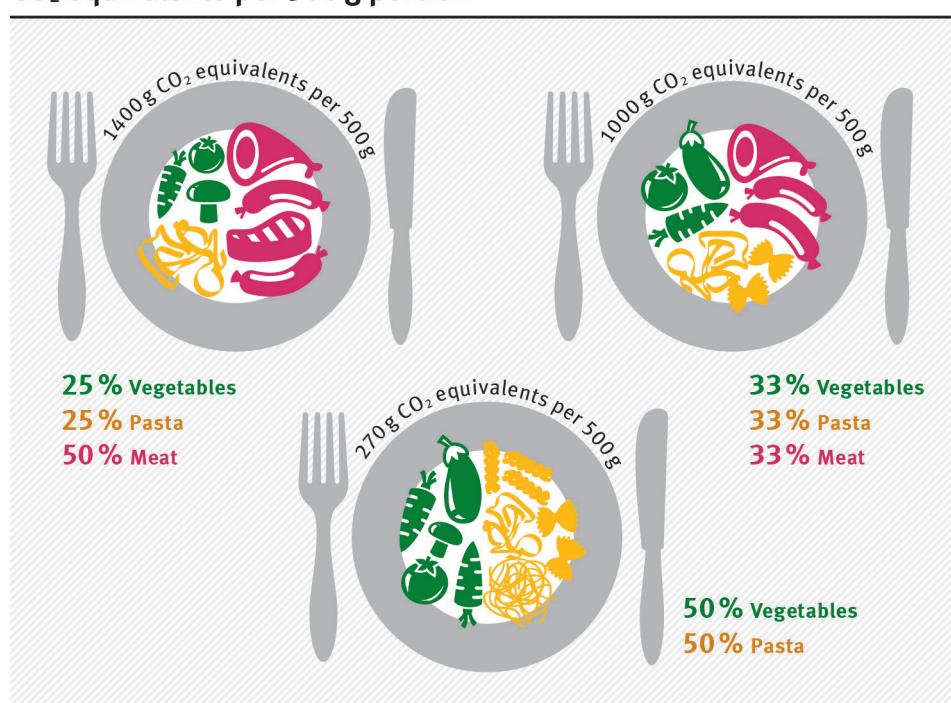
#### Procedure

- ▶ Alert caterers to the prevention of food waste by your appropriate call for bids
- ▶ Adjust the catering requirement of your event to the actual requirement needed
- ▶ Care for your customer relationship and communication
- ▶ Know the guest structure and inform your caterer about it

#### Environmental relevance

Did you know? With the selection of products for your basket of goods, you have a direct influence on the ecological footprint of your catering.

#### CO<sub>2</sub> equivalents per 500 g portion\*



\*typical portion size for a main meal at a catered event

Source: Umweltbundesamt

## Fact Sheet

### The optimal grocery shopping – for caterers

#### Outline

Compiling a shopping list which is adjusted to the actual requirement needed, is fundamental for optimal purchasing. Quantities calculated should be compared to the stocks. To prevent food waste the purchase should be made just in time, under consideration of the maximum storage duration and the capacity of the storage facilities. Regarding the choice of foodstuffs: giving preference to organic, seasonal and locally produced fresh products can be recommended.



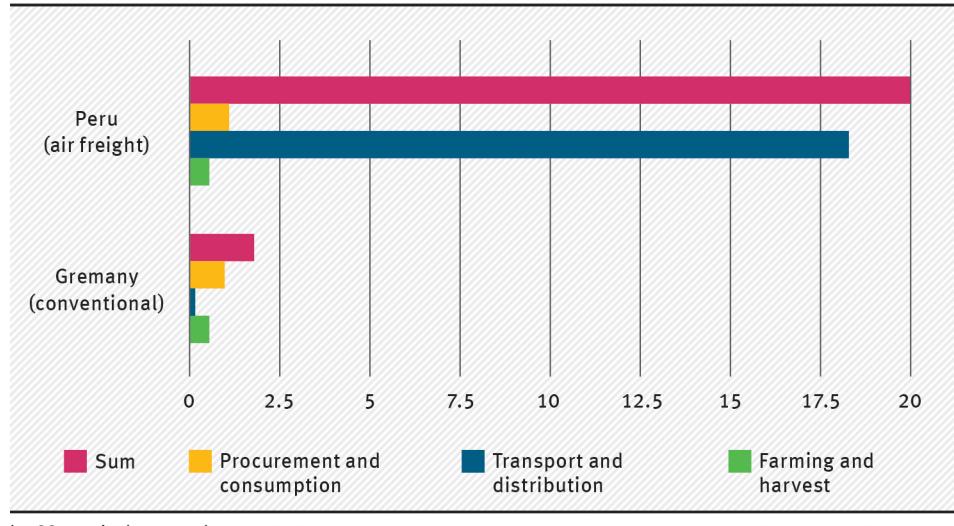
#### Procedure

- ▶ The shopping list should be based on a comparison between stocks and requirement
- ▶ Purchase according to realistic requirement needed
- ▶ Purchase just in time right before the preparation phase
- ▶ Conduct a quality check of the delivered foodstuffs
- ▶ Purchase raw ingredients with less packaging directly from the producer
- ▶ Favour seasonal and local products

#### Environmental relevance

Did you know that a seasonal and local basket of goods has a significant impact on the prevention of an environmental burden for your catering? This can be shown using the example of asparagus. Asparagus causes approximately ten times more greenhouse gas emissions if it is flown in from Peru out of local season.

#### Greenhouse gas emissions from asparagus from different regions



## Fact Sheet

### Modern storage – for caterers and kitchen staff

#### Outline

Well organised storage contributes to a high quantity of food processed and thereby a complete usage of the products with less concomitant food wastage. Ideally, all of the purchased and stored foodstuffs will be prepared without any losses caused by spoilage. For an ideal storage it can be recommended to perform regular mandatory training for your staff and to implement the FIFO principle (First In – First Out) in your operation.



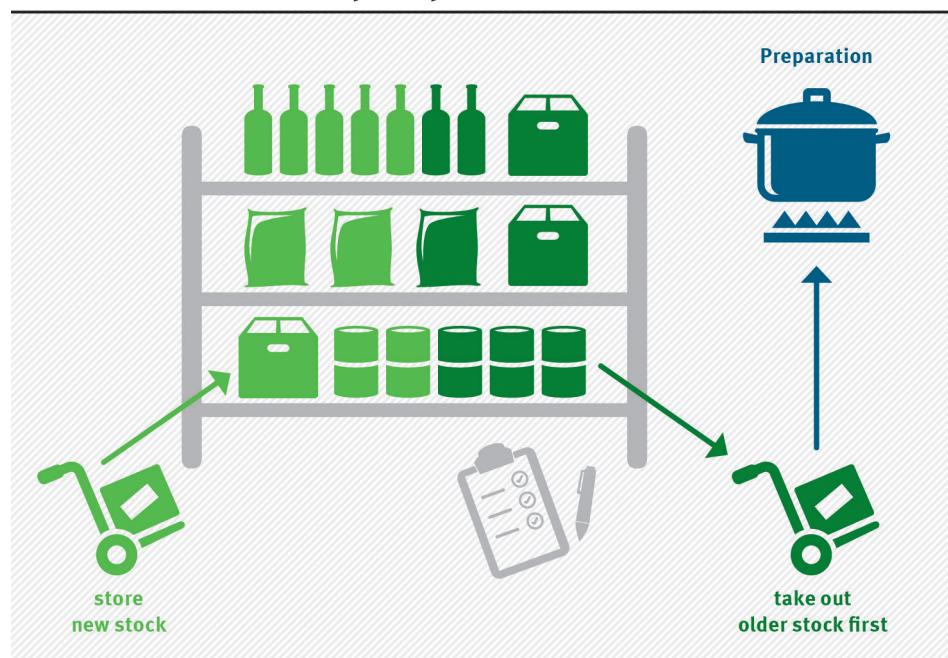
#### Procedure

- ▶ Train employees in regard to ideal food storage
- ▶ Store according to the just in time principle
- ▶ Perform stock control and cleaning in compliance with storage hygiene specifications
- ▶ Carry out systematic storage according to the FIFO principle

#### Environmental relevance

The crucial factor to prevent food waste during storage is the consistent application of the FIFO principle.

#### The “First In – First Out” principle



Source: Umweltbundesamt

## Fact Sheet

### Ideal preparation – for caterers and kitchen staff

#### Outline

The risk of food waste generation during the preparation of cold and warm dishes is relatively high. The risk can be reduced through structured workflows, standardized recipes and trained professional personnel. In regular team meetings the staff can get an overview of all the procedures. Moreover individual responsibilities can be allocated within this process step.



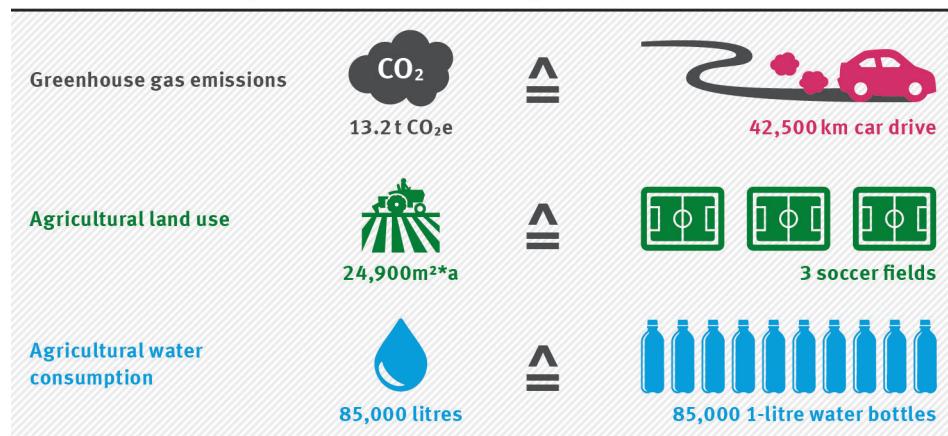
#### Procedure

- ▶ Train and discuss with your employees to motivate, sensitise and activate them
- ▶ Allocate responsibilities during the process of preparation
- ▶ Demonstrate possibilities for a further use of skins or other unused parts of vegetables, meat, fruits etc.
- ▶ Work according to established recipes
- ▶ Prepare food components individually (sauce and vegetables separate)
- ▶ Adjust the doneness of the food items to the distribution type (e.g. buffet)
- ▶ Maintain responsible food handling
- ▶ Daily reflect actions and check for improvement opportunities

#### Environmental relevance

The environmental burden caused by food wastes is considerable, particularly in the out of home sector. According to an UBA study, the following environmental burdens are caused by 100 people and their corresponding amount of food waste in the out of home market.

#### Environmental impacts of food waste (per 100 persons)



Source: Umweltbundesamt

## Fact Sheet

### Well organised distribution – for caterers, kitchen staff and service staff

#### Outline

The choice of the distribution system is based on many factors, not least on the customer's requirements and the type of event (e.g. short lunch break during a seminar or a fine dinner). Depending on the distribution system (menu service, classic buffet, flying buffet or front cooking) there are different possibilities to prevent food waste and to communicate the subject to the guests. Each distribution system calls for a different briefing of the kitchen and service staff, both concerning the manner of food distribution and guest communication.



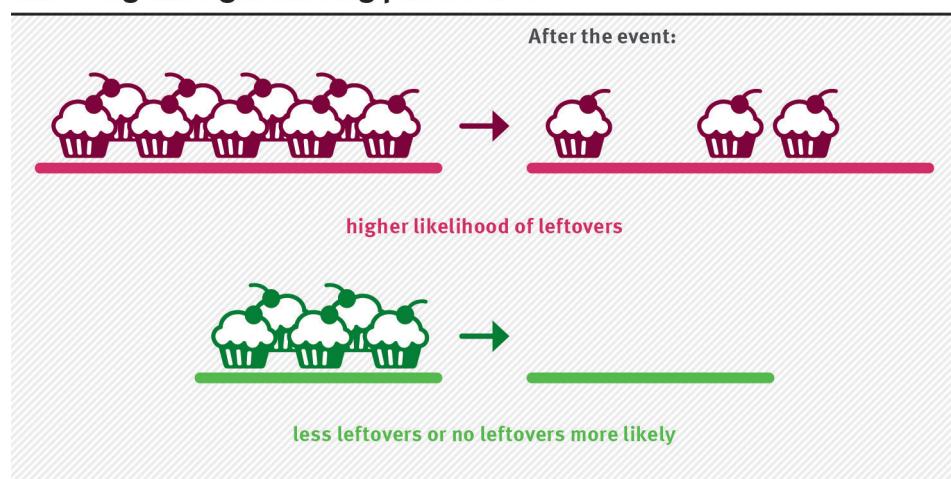
#### Procedure

- ▶ Select the distribution system in consultation with the customer
- ▶ Plan staff in accordance with the distribution system
- ▶ Adjust the staff briefing to the distribution system
- ▶ Always taste the food prior to the distribution
- ▶ Label and mark your food and drinks clearly and according to legal specifications
- ▶ Adjust serving equipment and serving sizes to the individual demands of guests
- ▶ Advise guests in regard to the food choice and serving size
- ▶ Inform guests about the concept of food waste prevention

#### Environmental relevance

To prevent the potential of generating food waste, the choice of appropriately sized serving plates (especially for buffets) is crucial.

#### Choosing the right serving platter size



Source: Umweltbundesamt

## Fact Sheet

### Consumption – for caterers, kitchen staff and service staff

#### Outline

Delicious food is the most basic tenet for preventing leftovers on guests' plates. The likelihood for an appreciative treatment of the food can be raised through purposeful information of the guests about the compilation of the menu and the approach for preventing food waste. During food distribution it should be observed what kind of food is a fast seller and what kind is a non-seller. On the one hand this supports the estimation of the ongoing demand and on the other hand it is important for the evaluation of the catering and the experience gained.



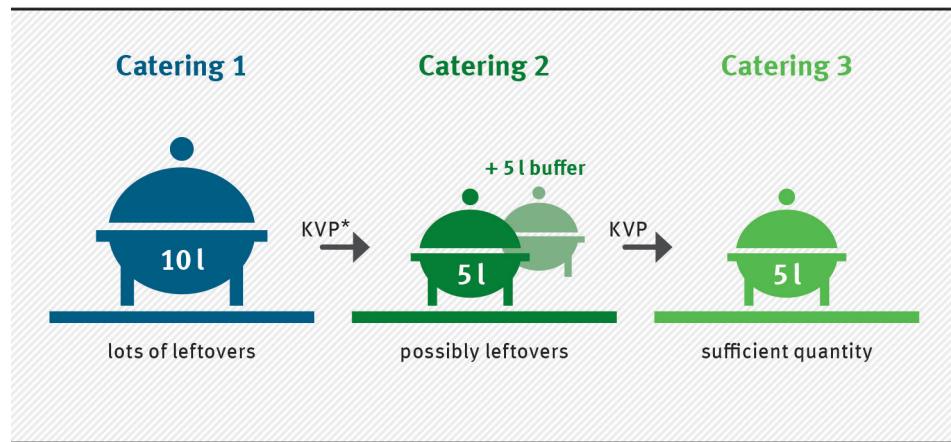
#### Procedure

- ▶ Check the taste of the food
- ▶ Inform guests about the concept for preventing food waste
- ▶ Gather information at random on the food consumption by guests
- ▶ Estimate the ongoing requirement of food for refilling
- ▶ Replenish the distribution counter with demand-based amounts of food
- ▶ Record the approximate amounts of food consumption and compare them later with the calculated quantities

#### Environmental relevance

By gathering the consumption quantities of the guests and the leftover food waste amounts, information about adequate food quantities can be gained. This information of quantities can be used to fine-tune future catering services through a continuous improvement process, to reduce the amount of generated food waste.

#### Reduction of food waste



\*EPQ (Edible Portion Quantity)

Source: Umweltbundesamt

## 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.



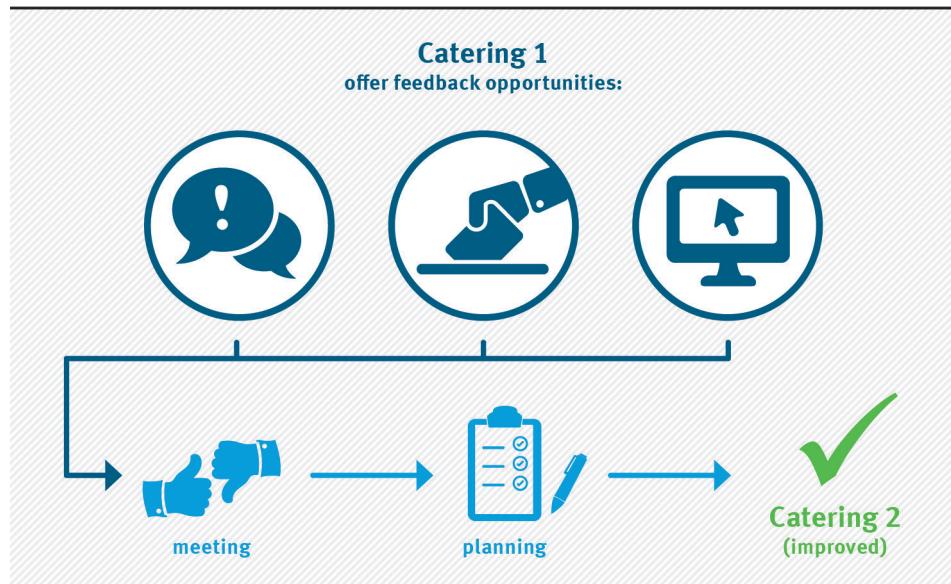
#### Procedure

- ▶ 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



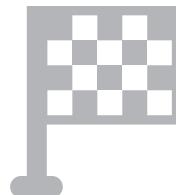
Source: Umweltbundesamt

## 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.

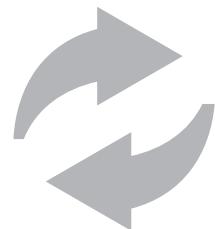


## Fact Sheet

### Passing on leftover food after the catering event – for caterers

#### Outline

There are different possibilities for the handling of leftover food after a catering event such as passing it on to employees, guests or third parties like the “Tafeln” (German foodbanks). Already during the planning process it is useful to discuss and coordinate these possibilities with your customer and make a decision about what possible procedure should be organised. By passing on leftover food to others who will consume the food, the amount of food waste that would have been generated can be distinctly reduced.



#### Procedure

- ▶ Show your customer the particular possibilities of passing on leftover food prior the catering event
- ▶ Make a fixed agreement with your customer
- ▶ Organise and carry out the passing on of leftover food
- ▶ Ensure legal coverage through a signed waiver of liability

#### Expert tip from Timo Schmitt, Berliner Tafel e.V.

##### Basic conditions for passing on of catering leftovers

- ▶ Use of food-safe packaging materials and transport containers
- ▶ Immediate and hygienic impeccable passing on (e.g. using disposable gloves)
- ▶ Clear labelling of the transport containers (content, keepability, storage conditions, refrigeration temperatures, allergens)
- ▶ Delivery in exchange with a signed appropriate form for the waiver of liability

##### What normally can be passed on

- ▶ Unprocessed food and raw materials (best before)
- ▶ Deep frozen and refrigerated products only if strict adherence to the cooling chain was complied with
- ▶ Foods like baked goods, ground coffee, tea, oil, seasonings: only in original packaging or with a valid best before date
- ▶ Prepared food which was distributed by professional personnel (no direct contact with the guests)

##### What normally cannot be passed on

- ▶ Opened food packages which have a use-by date
- ▶ Uncooled products whose shelf life has been affected thereby
- ▶ Animal based raw foods (mince, fish etc.)
- ▶ Food waste which arose during preparation (clippings of vegetables)
- ▶ Food which was used for decorating serving plates
- ▶ Dishes which have already been distributed and had contact with the guests (food from self-service buffets)