

Digital Toolkit to reduce Food Waste

Helping Employees to help
Guests to decrease Food Waste



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Dear Food Waste Warrior,

The aim of this digital booklet is to help you to collaborate with your guests to help *reduce food waste*.

It is astonishing how easy it can sometimes be to *avoid food waste* by just making small changes in behaviour. A good cooperation between you and your guests is crucial, and then the success will come by itself.

On the following pages you will find helpful tips and tricks on how to minimize food waste and at the same time provide a personal service, satisfy your guests and help your company to work more sustainably.



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Hosting and serving quests:

As a host, it is important to know your quests' needs. You can find this out by asking questions, providing 'small talk' to get to know quests and extending food recommendations based on the interaction.

This does not only help to trigger return visits. It also helps to serve a dish that is tailored to the needs and preferences of the quests. This in turn increases the chances that they will leave less food to be wasted on their plates.



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Subtle reminders can also guide more sustainable behaviours and help guests make decisions.

A good example is to mention early on during the dining experience that you are happy to offer your guests a "Doggy Bag", should they not be able to finish the food on their plates.

Guests not only want to dine relaxed but do so without regret or guilt. Bringing leftover home allows the guests to enjoy the food one more time at home and most importantly, it reduces food waste.



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Helpful phrases to quests to avoid plate food waste:

1. What are some of your favourite foods and dishes? I can certainly give you some recommendation based on that.
2. Have you already tried our "dish of the day"?
3. May I remind you that we are happy to provide you with a "Doggy Bag"?

Should quests be undecided what to order:

4. You are more than welcome to order one dish at a time. If you will be still hungry afterwards, I am happy to come by again and take a second order..



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Knowledge of employees:

A good waiter reduces waste already through his knowledge and guest interaction. For example, knowing about the preparation and the serving size of a dish, can avoid guests from over-ordering and even better, to order dishes they really like and finish.

However, it is difficult for guests to imagine a dish. The service staff can help by explaining it both verbally and with gestures and facial expressions. It is also good to hereby ask the level of appetite to find a suitable dish for each guest.

Be as specific as possible: mentioning the number of grams of the dish as well as visualize the size of the plate with a hand gesture can help the decision making and have a positive impact on food waste.



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Allergies:

Allergies and intolerances are of great importance to reduce food waste. Wrong orders or orders not properly accounted for allergies cause guests to leave food on the plate or send it back to the kitchen.

Be aware of the possible modification of a dish or the potential allergies and intolerances that each dish brings with it. A simple question can make the service easier and minimize food waste:

Are you allergic to anything?

Do you have allergies that I should know about?



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Error avoidance:

Errors can happen easily when dealing with an order. Wrong order means that food is often wasted and end up in the garbage.

An easy way to fix this is to always have pen and paper at hand or an electronic ordering device and at the end of the order process *repeat the order loud and clearly.*

This results in fewer mistakes and hence less food waste.



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Setup of the buffet:

Preparing a buffet can already avoid a lot of waste with the correct placement of the materials.

As a waiter, the consumption and influence of the guests can be determined in the construction of the buffet with the changes in the placement of fish, - meat or any other food dishes.

While each restaurant has a set of guidelines and guidelines, having the ability to rearrange the food of a buffet can reduce the amount of waste.



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Plate size

Using slightly smaller plates can encourage the guest to only take what they need and not to heap up plenty at once.

This small measure is not noticeable to the guests, but results in less remains on the plates and consequently less waste.



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Extra motivation to help reduce the food waste:

The personal service and care addressed in this digital booklet is highly valued by the guests and even makes it possible to decrease the cost of food in a restaurant by reducing the amounts wasted.

Good luck with the cooperation with your guest to help decreasing food waste.



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