

Pendray

INN & TEA HOUSE



PENDRAY TEA HOUSE Q1 JAN-MAR 2024

• FOOD WASTE REPORT •



INTRODUCTION

Pendray Tea House is an afternoon tea restaurant serving breakfast daily from 7-10 AM and afternoon tea from 11 AM-3 PM on weekdays, and 11 AM-4 PM on weekends, accommodating up to 80 guests. Our goal is to reduce food waste as part of our commitment to an eco-friendly dining experience without compromising on comfort or quality.

During the first quarter of 2024, we observed an increase in food waste from 78 grams to 83 grams per guest. To address this, we are refining our preparation and plating processes. Key areas of focus include breakfast and cruise services. Our efforts involve strategic measures like introducing new menu items and improving waste tracking.

OVERALL REDUCTION GOALS

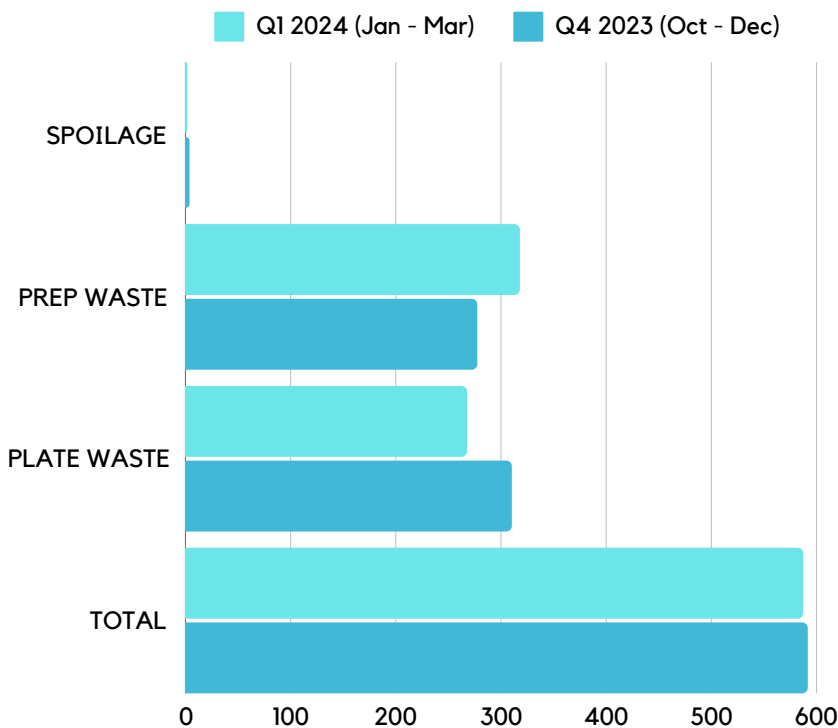
- **By 2025:** Achieve a 20% reduction in food waste per average per guest, equating to 68g per guest.
- **By 2030:** Achieve a 50% reduction in food waste per average per guest, equating to 43g per guest.



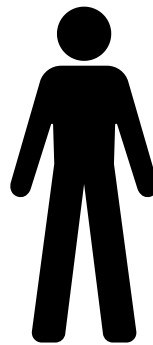


Q1 Food Waste Metrics

Types of Food Waste Comparison



Q1 Food Efficiency KPIs



- 83 grams per cover
- 6% more than previous quarter
- 79% less than national average

Q1 Food Cost KPIs



- Food cost per cover increased by \$0.79
- Food cost expense increased by 2.22%

KEY ACTIONS COMPLETED IN Q1

- Implemented food waste tracking systems for breakfast, afternoon tea, and cruise afternoon tea.
- Introduced a Zero-Waste Dessert on our Spring Menu, repurposing bread ends from tea sandwiches.
- Started on-site composting for tea bags, coffee, and eggshells to use in our gardens.



KEY FINDINGS & REMEDIATION ACTIONS



- **Breakfast Service:**
 - *Finding:* Highest waste mainly due to hard-to-eat fruits like melons and oranges.
 - *Action:* Switching to customer-friendly fruit cuts and seasonal fruits like berries for spring/summer.
- **Zero-Waste Dessert:**
 - *Finding:* Unpopular due to its name and flavour.
 - *Action:* Renamed to 'Sustainable Chocolate Cashew Delight,' improved flavour by removing dried fruits.
- **Cruise Guests:**
 - *Finding:* Higher plate waste as guests have limited time for dining and often eat beforehand. They also usually decline "to-go" boxes.
 - *Action:* Reduced portion sizes and coordinated with cruise operators to recommend guests eat lightly before the Afternoon Tea.

Q2 GOALS AND OBJECTIVES

Goal: Reduce food waste to 87g per cover, matching Q4 2023 levels.

Actionable Items:

- Deeper analysis of food waste and costs, focusing on cruise guests.
- Ensuring all F&B staff complete the BetterTable Food Waste Certification.
- Regularly review customer feedback to improve menu offerings and reduce waste.
- Explore using prep surplus in staff meals.
- Find options to donate surplus food, contacting local organizations to meet their needs.