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Pendray Tea House Quarterly Report: Food Waste Reduction

Executive Summary:

Pendray Tea House, an afternoon tea restaurant, serves 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. Reducing food waste is a key sustainability goal, reflecting our commitment to an eco-conscious dining experience that does not compromise comfort or quality. We are dedicated to minimizing food waste as part of our broader sustainability efforts.

During Q1 (January-March 2024), early results indicated a need to refine preparation and plating processes, as evidenced by an increase in food waste efficiency metrics from 78 g per cover to 83 g per cover. Targeted remediations are underway in response to higher waste areas identified during breakfast and cruise services. These include the implementation of strategic measures such as the introduction of a Zero-Waste Dessert and optimized 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.

Key Actions Completed During Q1:

- Implemented food waste measurement and tracking systems, distinguishing waste from breakfast, afternoon tea, and cruise afternoon tea.
- Introduced a Zero-Waste Dessert to our Spring Menu, utilizing surplus ingredients from preparation. The chef repurposes the bread ends from tea sandwiches, using them in place of flour for the dessert.
- Started on-site composting for tea bags, coffee, and eggshells, to use as compost in our gardens.

Summary of Cover per Guest Measurements (Jan – March 2024):

2024 Q1 (Jan – March)						
	Prep Waste (kg)	Spoilage (kg)	Plate Waste (kg)	TOTAL	Total Covers	Food Efficiency per cover (g)
Breakfast	56.48	0	134.10	190.58	1728	110
Afternoon Tea	261.50	1.68	133.60	396.78	5242	76
Total	317.98	1.68	267.70	587.36	7040	83
2023 Q4 (Oct-Dec)						
	Prep Waste (kg)	Spoilage (kg)	Plate Waste (kg)	TOTAL	Total Covers	Food Efficiency per cover (g)
Total	277.50	3.9	310.30	591.70	7580	78
Difference	40.48	-2.22	-42.60	-13.34	- 540	5
% Change	14.6%	-56.9%	-13.7%	-0.7%	-7%	6%

Note: Waste metrics were separated by service starting December 2023, preventing a direct comparison of Afternoon Tea and breakfast waste from earlier periods.

Key Findings and Remediation Actions:

- Breakfast service** revealed the highest waste averaging at 98g per cover in Q2. This is in part driven by plate waste, particularly of fruits that are hard to consume due to their size and cut (melon dew and oranges).
 - Remediation:** We are now cutting fruits in a more customer-friendly manner and switching to seasonal fruits. Berries will be replacing melon dew and oranges for the spring/summer.
- Zero-Waste Dessert** was unpopular, with many returns due to its name and flavour profile.
 - Remediation:** The dessert was revamped as 'Sustainable Chocolate Cashew Delight,' with the removal of dried fruits to achieve better flavour harmony. Additionally, the chocolate is sourced from a sustainable and fair-trade supplier.
- Cruise guests** often generate the most plate waste, having only one hour for dining compared to the recommended 1.5 hours and usually eating beforehand. Additionally, they tend to decline "to-go" boxes due to the all-inclusive nature of their trips.
 - Remediation:** Adjusted the cruise afternoon tea menu to smaller portions and coordinated with cruise operators to better manage guest expectations, recommending that guests eat lightly prior to the Afternoon Tea experience.

Goal for Next Quarter:

- Reduce the food efficiency per cover to match the Q4 2023 average of 87g per cover.

Actionable Items for Next Quarter:

- Conduct an in-depth analysis of food waste and costs, focusing on cruise customer impacts.

- Develop a food menu design matrix to assess our current offerings in preparation for creating our fall menu designs.
- Ensure that all F&B staff complete the BetterTable Food Waste Certification.
- Regularly review customer feedback for insights, such as preferred items, to help improve our menu offerings and reduce food waste.
- Continue exploring uses for prep surplus in staff meals.
- Continue exploring options to donate surplus food or items past their due date. So far, we've contacted several local organizations, but have yet to meet their needs.