

# Level 6 Placement Project - Rubina Begum (1908848)

*by Rubina Begum*

---

**Submission date:** 18-Mar-2022 10:41PM (UTC+0000)

**Submission ID:** 173910347

**File name:** 17977\_Rubina\_Begum\_Level\_6\_Placement\_Project\_-\_Rubina\_Begum\_1908848\_366547\_1196022515.pdf (989.28K)

**Word count:** 8151

**Character count:** 44415

Name: Rubina Begum

Student ID: 1908848

---

*"All you can waste? An evaluation of  
food waste in hotel buffets."*

---



**Prifysgol Cymru**  
Y Drindod Dewi Sant  
**University of Wales**  
Trinity Saint David

## Abstract

This study examined the impact, causes and intervention related to food waste. The researcher obtained research from both primary sources such as questionnaires and interviews and through secondary sources via a literature review. Extant literature agreed on the damaging impacts of food waste and the need for change within the hospitality industry. Furthermore, interventions to aid in reducing food waste were presented however only a few were able to prove success. Overall, the purpose of this study was to evaluate the harmful nature of hotel buffets and amalgamate interventions that had the potential in rectifying plate waste with buffets.

Moreover, the analysis of qualitative and quantitative data found that buffet-users are willing to see changes in the way buffets are presented to them and many care about food waste. When questioning about what interventions the public would like to see implemented was evident that interventions such as reducing plate sizes and offering leftover food in Tupperware boxes were particularly favourable.

Furthermore, the literature review revealed that food waste within buffets has multiple drivers which regard both consumer habits and the nature of how buffets are presented. Some of these drivers included pre-prepared foods, food items that do not stay fresh when displayed at the buffet, customers' inexperience in selecting food items from the buffet, customers' lack of knowledge on how to eat certain foods and excessively large plate sizes.

The overall findings of this research project display that although food waste still remains a big issue within the hospitality sector, some existing changes and interventions are possible in tackling this large-scale problem.

## Table of Contents

|                                                                                  |           |
|----------------------------------------------------------------------------------|-----------|
| Abstract.....                                                                    | 2         |
| <b>Section 1: Introduction.....</b>                                              | <b>4</b>  |
| 1.1 Aims and objectives.....                                                     | 5         |
| <b>Section 2: Literature Review .....</b>                                        | <b>6</b>  |
| 2.1 Introduction.....                                                            | 6         |
| 2.2 The Rise of food waste and its presence within the hospitality industry..... | 7         |
| 2.3 Hotel buffets and the impacts of plate waste.....                            | 7         |
| 2.4 Consumer habits within hotel buffets.....                                    | 8         |
| 2.5 Causes of food waste.....                                                    | 8         |
| 2.4 Existing interventions to reduce plate waste .....                           | 9         |
| Conclusion.....                                                                  | 9         |
| <b>Section 3: Research methods.....</b>                                          | <b>10</b> |
| 3.1 Introduction.....                                                            | 10        |
| 3.2 Research Design and Methodology .....                                        | 10        |
| 3.3 Limitations.....                                                             | 11        |
| 3.4 Interviews .....                                                             | 11        |
| 3.5 Resources and planning.....                                                  | 12        |
| <b>Section 4: Analysis of results.....</b>                                       | <b>12</b> |
| 4.1 online questionnaire.....                                                    | 12        |
| 4.2 interviews.....                                                              | 13        |
| 4.3 Interviewing buffet-users.....                                               | 14        |
| <b>Section 5: Conclusions and recommendations.....</b>                           | <b>15</b> |
| 5.1 conclusion.....                                                              | 15        |
| 5.2 recommendations.....                                                         | 15        |
| Bibliography.....                                                                | 18        |
| Appendices.....                                                                  | 21        |

## Section 1: Introduction

Hotel buffets have become a staple towards satisfying customer service. However, they are a burden on the environment, accounting for almost 20% of global greenhouse gas emissions (Hertwich & Peters, 2009). A recent study has found that almost half the food put out in hotel buffets is not consumed (Troitino, 2021). Significance to investigate food waste in the hospitality sector arises from critical environmental and financial consequences. The consumption and production of food have been labelled as crucial issues for climate change mitigation (Gössling et al. 2011, 535). Food waste accounts for 19 percent of waste in landfills, which contributes to the production of harmful greenhouse gases such as methane. (Troitino, 2021). From a financial perspective, 2.5 billion pounds worth of food waste is generated by the UK hospitality sector alone (WRAP 2013). This data challenges whether the hospitality sector is handling food operations in an efficient and sustainable manner.

The researcher seeks to determine the destructive nature of hotel buffets and how buffets can be operated in an efficient and sustainable manner. Sustainability has become a significant issue for businesses and consumers alike. The coronavirus pandemic meant that alteration had to be made in how buffets were offered to guests, and this has made the researcher consider whether hotel buffets are in need a reform.

Therefore, the title of the project exists as "All you can waste? An evaluation of food waste in hotel buffets."

Through empirical data, the findings of this project will complement existing studies on the sustainability of hotel buffets. Hotels buffets have been widely associated with excessive portions and unnecessary food waste. The negative impressions of plate waste have been well documented in a quasi-experimental field study by (Dolnicar, Juvan and Grün 2020). The study concluded that plate waste is a substantial environmental burden and a significant cost factor for hotels. However, the problem could be solved with a mere inclusion of a stamp collection booklet. By rewarding families with a stamp in return for zero plate waste, it was found that plate waste had reduced by 34 % (Dolnicar, Juvan, Grün, 2020).

This topic has engaged the researcher following the COVID19 pandemic, where a massive shift was seen in how food is presented to guests in the hospitality sector, particularly in buffets. Recently the researcher visited a hotel that had put in place Coronavirus restrictions such as food being made upon order rather than having it laid out already. The researcher observed the reduction of plates on tables and considered how minor changes like these could radically transform the amount of food waste that is produced by the hospitality sector.

5

During the module study, a keen interest in the concern of food waste evolved. Interest in investigating the depletion of food resources has grown following watching a short video produced by the Food and Agricultural organisation of the United Nations on the 'Food wastage footprint'. The researcher realised that the problem of food waste is significant because it has subsequent effects on other resources. Food waste does not only deplete our principal resource that is food, but it is also wasteful on the economy, the land and water used to grow the crops and the air miles used to transport the food around the world. Merely stated, throwing away a plate of food is not only a waste of a resource that so many around the world cannot afford to obtain but it is also harmful to our environment, depleting our economy and using valuable resources such as land and water.

6

Apply primary source

### 1.1 Aims and objectives

This study aims to investigate the food waste generated by hotel buffets and evaluate how food can be presented to guests efficiently and sustainably. The researcher will focus on three main objectives:

1. To investigate the leading causes of food waste in buffets
2. To evaluate how the coronavirus pandemic has altered consumer perceptions on hotel buffets.
3. To evaluate the subsequent social, economic and environmental impacts caused by food waste

The following report will introduce a literature review focusing on the research progress in this subject area. This report builds on several literature streams including a review by (Filimonau and De Coteau,2019), which amalgamates previous studies on food

waste in the hospitality sector. From the perspective of managers in hospitality operations, the review synthesized previous data to develop a food waste mitigation framework. The researcher will also use primary research that has been obtained during their personal experience working at a hotel. In the process, the researcher obtained qualitative research during a placement at Swansea Marriott hotel. This provided the researcher access to those in the kitchen and food and beverage sector including the head chef and the food and beverage manager who was able to provide the researcher with a greater insight into how food was presented to guests, how much food was wasted and what strategies they have in place to reduce waste. This report concludes by providing recommendations for how the hospitality sector can provide buffets to guests in an efficient way following the Coronavirus pandemic to reduce food waste.



## **Section 2: Review of Literature**

### **2.1 Introduction**

The review of the literature section allowed the researcher to assess the current literature available concerning food waste within buffets in the hospitality industry. The researcher aimed to identify the most recent and relevant literature surrounding this topic, ensuring that key facts and figures that were discovered were accurate and prevailing. This section allowed the researcher to identify the key issues linked with food waste and also locate other impact areas and potential gaps in existing research by assessing the research progress.

The ensuing analysis of relevant literature is derived from peer-reviewed sources found on EBSCOHost, Google Scholar, ProQuest Central, Science Direct, Elsevier and the online library provided by the University of Wales Trinity Saint David. To obtain relevant sources, the researcher searched using keywords and phrases such as “food waste”, “impact of food waste” “food waste in the hospitality sector” “waste in hotel buffets” and “literature review” combined with keywords regarding the three objectives, such as “causes of food waste”, “Coronavirus impact”, “economy” and “environment”

This literature review discusses the sources of food waste in the hospitality sector and will review varying prevention methods that have been implemented by the hospitality

sector globally. In the process, recent literature surrounding the Covid-19 pandemic and its impact on changing consumer habits will also be discussed. This aims to satisfy the second objective. Further, an analysis of the economic and environmental repercussions of food waste will help to answer the third objective.

## 2.2 The Rise of food waste and its presence within the hospitality industry

Existing literature concerning food waste finds no shared collective definition of the term food waste. Though, food waste may be defined as “any by-product or waste product from the production, processing, distribution, and consumption of food” (Okazaki et al., 2008). Furthermore, according to (Papargyropoulou et al., 2014), food waste can be grouped into three main classifications. These include avoidable waste, which was food that was once edible but has become inedible prior to its disposal; unavoidable waste, which refers to inedible items such as eggshells and finally potentially avoidable waste, which regards typical items of waste that have the potential to be consumed such as potato skins.

The rise of food waste in the hospitality sector is evident in that the UK alone generates over 3.4 million tonnes of waste annually through hospitality operations (WRAP 2011).

8

One sub-category of food waste generated in tourism and hospitality is plate waste, which can be defined as food that is not consumed and left on the plate at the end of a meal. Plate waste is significant as it accounts for about one-third of food waste in the hospitality industry (Sustainable Restaurant Association, 2010). This figure is because some 12 percent of the food that is served is not consumed. Furthermore, with the increasing trend of restaurant dining that has been spurred by an increase in growth and tourism, food waste within the hospitality sector is fast becoming a concern for both developed and developing countries (Wang et al., 2017).

9

10

## 2.3 Hotel buffets and the impacts of plate waste

Buffets typically contain self-service stations in which a variety of dishes are displayed. Buffets are particularly prevalent in hotels as they have been found to increase hotel performance directly through guest spending and indirectly through an increased level of guest satisfaction and the reduced need for service staff (Tanford and Suh 2011).

However, despite their benefits, buffets can have economic and environmental repercussions. In terms of the financial dimensions, the food waste generated in the hospitality sector is estimated to be at a value of 2.5 billion pounds per year (WRAP 2013). It is evident that buffets are not economically efficient due to the money that is lost per annum regardless of the number of profits being made. Moreover, increased plate waste and food waste is a key driver of the tourism industry's negative environmental impact (Gössling et al. 2011). It is key to keep in mind that the food provided in buffets goes through an exhaustive production process prior to the consumption stage. The food must be produced, transported, stored, and processed and this, in turn, contributes to air miles and the emission of greenhouse gases.

According to the UN Food and Agriculture Organization (FAO), more than 1.3 billion tonnes of food are thrown away each year, resulting in 3.3 billion tonnes of yearly carbon dioxide emissions from food that is produced but not consumed. After the United States and China, Food waste was ranked as the third-largest emitter (FAO, 2013). If food is wasted beyond the production stage, then there are increased levels of greenhouse gases such as methane that is released which drives the climate change and global warming crisis. Another negative environmental impact of food waste is the demand for valuable resources such as water and land, which are rapidly depleting.

## 2.4 Consumer habits within hotel buffets

Analysing and evaluating consumer habits within hotel buffets is crucial in understanding why food waste still remains a big issue in hospitality around the globe. A study based in China focused on tourists' food waste attitudes in Chinese buffets (Wang et al., 2021). The study conducted interviews at three buffet restaurants located in Haikou, a popular tourist destination. The interviews were conducted during breakfast and lunch buffet in the hotels. All interviewees voiced significant attitudes toward food waste in buffets. The findings of the study include multiple drivers that interviewees

believe drive food waste in buffets. The first driver contributing towards wastefulness discussed is value for money (Wang et al., 2021). A third of the respondents in the study stated that in order to obtain good value for money, they needed to get a lot of food on their plates. Consequently, food is left on the plate and therefore wasted. One of the respondents in the study stated that "There are so many desserts to try in a buffet. I just wanted to try all of them. I know I can't finish it, but I paid the buffet so I should enjoy the right of tasting." (F2-29-Beijing) Another driver discussed was conspicuous consumption, in other words, attracting the world of social media. An unexpected driver of food waste in buffets relates to the somewhat satisfactory element of posting the attractive array of foods at a restaurant. However, this doesn't come without consequence as piling more food on the plates ultimately contributes to food waste. One of the respondents in the study stated that "I like taking photos of the dishes and beverage. they look exquisite and luxurious. I'll send the photos to my friends so they know my boyfriend and are having a great time on our holiday." (F2-29-Beijing).

The statement reveals how social media can also be a driving factor in food waste. Furthermore, according to the study, it was observed that many couples left attractive-looking meals and drinks leftover which often was enough for another couple to consume. Although the majority of respondents displayed the reasons behind wasteful attitudes in restaurant buffets, some respondents revealed environmentally friendly behaviour towards tackling food waste either instinctively or intentionally (Wang et al., 2021). One of the drivers for pro-environmental attitudes towards tackling food waste included moral norms. The elderly portion of respondents expressed how valuable and scarce food is. An elderly respondent replied that "Wasteful behaviours must be punished, such as paying a fine"(M1-58-Shandong). The interviews carried out in the study revealed that the elder generation displayed more respect for the agriculture and farming of the products as well as the chefs who prepared the meal, they collectively believe that it is unethical and dishonourable to waste food in a buffet setting. One respondent stated We have to respect workers for their hard work and not waste food.". This is just one statement showcasing the admiration and respect consumers have regarding food waste in the hospitality industry. It instils hope for the hospitality sector in fighting food waste and its dire consequences impacting the world.

## 2.5 Causes of Food waste

To fully understand and comprehend the causes of food waste within buffets, it is paramount to identify the common trends of plate waste within restaurants around the globe. Dolnicar and Juvan identified 12 factors that drove food waste in a single context in the same hotel at dinner time only (Dolnicar & Juvan, 2019). The first constituent mentioned was cheap ingredients. Although financially advantageous, cheap ingredients is an unexpected sector of food waste in buffets. Cheap ingredients are susceptible to spoilage at a much quicker rate than pricier counterparts. This rapid spoilage leads to restaurants having to toss more food out on an annual basis. In addition to this, not only does throwing out cheap ingredients contribute to food waste, interestingly, it can also become a financial burden on the restaurant as they are entailed to buy more of the ingredients and hence tallying more than expensive products. Other drivers mentioned in the study included pre-prepared foods, food items that do not stay fresh when displayed at the buffet, customers' inexperience in selecting food items from the buffet, customers' lack of knowledge on how to eat certain foods, foods that are hard to eat and attract people with an acquired taste for it, the use of incorrect plates such as using bigger dinner plates rather than smaller ones, lack of familiarity of certain foods and lack of knowledge on food preparation. The above factors indicate just some of the reasons why food waste remains such a big scale issue in the hospitality sector. The recognition of each of these factors can certainly be utilised as targets for actions and interventions directed at reducing plate waste in hotel buffets.

## 2.6 Existing interventions to reduce plate waste

While plate waste is mentioned in the literature, few studies have developed interventions specifically in the hotel context that are proven to reduce this issue. One study by (Kallbekken, 2013) determined two measures that have the potential to reduce plate waste by 20 percent each. The first intervention was to utilise a table sign, inviting guests to return to the buffets as much as they want and explaining that doing so is

preferable to taking an excessive number of plates at once. The second intervention involved reducing plate sizes by 3cm. Both approaches were highly effective but used different avenues to change guest behaviour. The use of a table sign required cognitive processing from the guests and did not disrupt guest satisfaction as it did not force guests to comply but gently encouraged and informed them on reducing plate waste. On the other hand, reducing plate waste did not require cognitive functioning but merely changed the infrastructure in portion sizes. Despite the smaller plates, guests could return to the buffet as frequently as they wanted, and guest satisfaction was not negatively impacted. This study was unique in that the interventions were proven effective in the hotel context which is something few studies have been able to demonstrate.

22

## 2.7 Conclusion

It is evident to perceive from existing literature, how big of an impact food waste has, not only in the hospitality sector but economically and environmentally as well. Identifying the existing causes of food waste enabled the researcher to link food waste patterns in Marriot's hotel buffet.

It was compelling to analyse current consumer habits within hotel buffets, particularly in China where the food waste generated per capita is around 44kg per year (Wang et al., 2021). It was fascinating for the researcher to see the 'expected' food waste causes within the study, but it was even more interesting to see the 'unexpected', environmentally friendly trends which the older generation adopt in order to fight food waste. Analyzing the existing interventions as well as the positive consumer habits instilled hope within the researcher, that food waste can be tackled if such changes which are occurring in countries such as China, can also be encouraged in other hotel buffets around the world.

23

## Section 3 : Research Methodology

### 3.1 Introduction

The purpose of this project was to analyse and evaluate food waste within hotel buffets. In order to investigate the cause of food waste within hotels buffets, the researcher utilised both primary and secondary research to achieve the aims and objectives discussed in this proposal. The researcher will create both a questionnaire and conduct a personal interview with the Marriot staff to contribute to the project's primary research. For secondary research, the research will utilise a variety of secondary research methods to add depth and credibility to the project. When deciding which type of secondary research to carry out, the researcher had decided to utilise a variety of credible online sources such as websites, newspaper articles and perhaps personal blogs as well to obtain a first-hand account of food waste in the hotel industry. Prior to utilising any secondary resources, the researcher will question the credibility and validity of the sources to ensure that the facts and opinions mentioned are accurate.

### 3.2 Questionnaire

The questionnaire will consist of a range of different questions where friends and family who frequently attend buffets will be given the opportunity to provide their opinions about food waste. The questionnaire will enable the researcher to gain a scope of a.) How much food is left uneaten and therefore wasted, and b.) how guests would feel about hotels implementing a range of different strategies in order to reduce food waste in hotel buffets. The researcher has decided to create the questionnaire through Google forms. Google forms is a simple platform that does not require special software in order for respondents to answer and most people will have access to this platform. Furthermore, the research can easily receive answers and data, making the analysis of results manageable. The researcher will deliver the questionnaire to friends and family via email as well as social media platforms such as LinkedIn, Facebook and Instagram. In addition, paper hand-outs of the questionnaire will be provided to the respondents if they have limited access to social media and technology. Issuing questionnaires will enable the researcher to better understand how big the issue of food waste is, particularly in the Marriot hotel, and gain the opinions of hotel guests on the new solutions that may be implemented to reduce the problem of food waste. As well as issuing questionnaires, the researcher will also conduct personal interviews with the

food and beverage staff to gain more personal opinions and views of the issue of food waste, particularly in Marriot hotels. The combination of both questionnaires and interviews will undoubtedly aid the researcher in comprehending

In addition to primary research, the researcher will also employ secondary research to add depth and credibility to the project. This will include a range of sources such as newspaper articles, websites, books and journals, all of credible worth. In addition, the researcher will attempt to look for qualitative secondary research to integrate numerical data into the project from sources such as market analysis and the statistics from Marriot's annual reports.



### **3.3 Limitations to research methods**

Whilst conducting the research, the researcher had to consider the limitations in regard to carrying out the methodology. Although care had been taken whilst distributing the research methods, the researcher needed to consider the impact of validity through the way the research is administered. For example, a faulty and poorly constructed questionnaire can make respondents confused about what the questions are asking and can therefore lead respondents to feel frustrated. As a result of respondents feeling frustrated, they may provide rash answers which may not provide any value to the research leading to implications in the analysis of the research as a whole. Intertwined with the distribution of research, is the research design. The way the research is designed can also have major implications on the quality and validity of answers received and is something significant the researcher needed to consider. Within the research design, the researcher needed to take into account who they were going to speak to regarding food waste in the buffet. It was paramount that the researcher selected the right staff member/s to ask questions about food waste in order to collect the most accurate information. Hence the researcher decided it was most appropriate to interview and ask questions to the food and beverage manager and head chef regarding food waste in Marriot buffets.

### **3.4 Interviews:**

The researcher conducted two interviews with the food and beverage manager and the head chef in the food and beverage department of the Marriot Hotel. The interviews formed a crucial part of the research methodology as it enabled the researcher to ask questions relating to the first objective. Before conducting the interview, the researcher had prepared questions beforehand to ask the interviewees. The questions prepared were directly linked to food waste within the Marriot Hotel and honing these questions enabled the researcher to gain a scope of opinions on what food waste is like in Marriot from the head chef and food and beverage manager himself. These questions along with the interviewees' responses can be seen in appendices 1 and 2.

### 3.5 Resources and Planning

To ensure all deadlines were met on time, the researcher utilised a Gantt chart, a resource that ensures all tasks are completed within a managed time. The Gantt chart enabled the researcher to manage, plan and organize the variety of tasks within the project which needed to be completed by the 18<sup>th</sup> of March 2022. Additionally, utilising a Gantt chart throughout the project allowed the researcher to complete tasks with increased productivity and efficiency as everything was organized within the chart and aided the researcher to see when certain tasks needed to be completed in order to meet the deadline.

As well as employing resources from UWTSD's on-campus library, the researcher also relied on reliable online sources from the internet. Resources from the internet and the on-campus library formed the backbone of the project as it enabled the researcher to understand the implications of food waste in not just Marriot but in hotels around the world. In order to create the questionnaire, the researcher utilised Google forms – an online Google resource to create questionnaires.

## Section 4 : Analysis of results

#### 4.1 Online Questionnaire

The online questionnaire created by the researcher is presented in the appendix 3. Which portrays both questions asked, and results obtained. The questionnaire was shared in January 2022, and the researcher attained a total of 42 valid responses. While the sample size is relatively small, the researcher believes the results to be fairly representative and fair due to the equal distribution of the questionnaire among a large pool of possible respondents. Furthermore, the researcher did not favour a certain age group or respondent type and has resultantly obtained responses from a variety of ages and backgrounds. However, the researcher suggests that generalising conclusions from such data should be done with caution.

The age range of respondents was fairly spread out, but it was clear that the majority of respondents were above the age of 11-17 and mainly around the category of 35-50 years old (40.5%).

The results the researcher has obtained depicts that 81.5 percent of respondents are concerned and care about food waste and 92.9 percent of respondents were willing to see changes in how food was presented to them to help combat waste. With regards to the second objective, the researcher asked the respondents whether they would like to see changes that were made during COVID-19 such as serving food upon order to become permanent factors of hotel buffets. Interestingly, the results came back relatively equal with 45% of respondents stating yes and 50% stating no. The respondent was quite surprised with these results, as the respondents would have liked unlimited food to be cooked upon order and to be served as hot and fresh as possible. Further, the respondent thought the recent experiences with Covid-19, and the increased awareness of hygiene and cleanliness would have meant the majority of respondents would vouch for this option rather than having food laid out. Nonetheless, the responses favoured food being laid out and perhaps this demonstrates consumer attitudes towards buffets and the preference for self-service.

The researcher found that the questionnaire revealed some interesting findings. Firstly, It was evident that buffets are most commonly visited by families (46.3%). This was not surprising for the researcher, as the researcher often visits buffets with their family and

also has seen many other families there. Further, the researcher had the opportunity to work a morning shift at the Swansea Marriott buffet where it was evident that buffets are often utilised by families. This information is in line with the Slovenian breakfast buffet study (Juvan et al., 2018) that found that families produced the most plate waste per person. Secondly, the researcher found that on average, buffet users occupied around 2-3 plates (76.2%) and did not exceed the amount of 5 plates. Following this question, the researcher asked whether the respondents take more plates than they usually order in a restaurant. Shockingly, only 11.9% of respondents answered no while the rest had answered yes or sometimes. This confirmed the hypothesis that buffet users often abuse the use of the buffet and take more plates of food than they can eat, and this resultantly causes increased levels of plate waste.

One of the most valuable facts that the researcher uncovered from the questionnaire is that 88.1% of respondents would tend to leave food/ waste at the end of their meal. This accentuates the extent of food waste in hotel buffets and highlights the need for change in how buffets are served to the public. To address this, the researcher presented a range of interventions that have been mentioned in recent literature. These interventions included smaller plate sizes, food being made to order, having staff serve the food at stations, fines for plate waste and offering leftover food in Tupperware for guests to take back to their room. Of these options, the respondents favoured the ideas of smaller plate sizes and offering leftover food in Tupper ware boxes which both gained 54.8% of opinions. The idea of smaller plate sizes appears to be a strong intervention for how buffets are served to the public in the future as it was not only a popular idea in the researcher's questionnaire but also in the previously mentioned study (Kallbekken,2013). Overall, the questionnaire revealed to the researcher a majority of guests (85.4%) are concerned by the amount of food waste generated in hotel buffets and an overwhelming 92.9% of guests are willing to see changes in how buffets are presented to them to help tackle the issue.

## 4.2 Interviews

To aid the researcher in investigating this topic, two interviews were carried out with the food and beverage manager and the head chef at Swansea Marriott hotel. Surprisingly,

the hotel professionals did not feel that the problem of food waste was particularly evident in Marriott, though they agreed the problem was prevalent in the wider context of the hospitality industry.

The food and beverage manager explained that food waste was not prevalent in Marriott as they implemented prevention measures such as stock rotation and ensuring that they did not present excessive amounts of food in the buffet. To prevent food waste within the kitchen, stock rotation is utilised, and this is the process in which products are organised by their sell-by date, prioritising items with an earlier use by date first. This ensures that food is used within date and prevents costly wastage. He identified this method as key in Marriott's success in mitigating food waste. However, he also noted that it did not help with the kitchen's problem of over buying stock. Furthermore, he noted that some food such as salad greens are particularly difficult to maintain and keep fresh and this resultantly often goes to waste in the hotel. In addition to this, the F&B manager conveyed that when preparing meats, in particular steak, the chefs will marinate the meat in a herb oil to help preserve the meat for a day or two longer to ensure it does not spoil quickly and therefore have to be thrown out. In the interview, the F&B manager stated that out of 10, he would give handling of food waste in the hotel an 8. He believed that the methods already in place at the Marriot hotel aid in the reduction of food waste in the buffets and therefore lead to a high standard of sustainability within the hotel. The only issue the F&B manager highlighted as a potential food waste problem was the salad leaves which he stated quickly wilt and therefore need to be thrown out from time to time. Additionally, he indicates that over-buying of milk can also be an issue and that too can create unintentional food waste. The next question asked in the interview was "What do you think the main reasons are for food waste in the hotel?". The F&B manager responded that he didn't necessarily think food waste was an issue within Marriot, but he acknowledged that food waste was a prevalent issue overall in the hospitality industry. He believed that in other hotels, a lack of concentration in planning and lack of stock rotation contributed the most towards food waste. He elaborated further by stating how a lack of planning and concentration not only impacts the environment due to food waste but also how it can heavily affect hotels financially. The manager explains that due to throwing out food more frequently, more

money needs to be spent in order to replenish stock. Furthermore, the F&B manager states that he personally has seen the consequences of “lazy chefs” and how a lack of effort, planning and consideration in the kitchen can consequently cause food waste

45

Overall, the interview was very useful as it enabled the researcher to observe how Marriot hotels sustainably manage and plan produce within their buffets to ensure as minimal food waste as possible. It was evident to perceive that through careful planning, stock rotation, preparation for certain foods like meats as well as staff awareness, aids in Marriot’s excellent standard in regards to food wastage.

46

### 4.3 Interviewing buffet-users

To understand consumer habits and satisfy the second objective, the researcher questioned two people from the general public who had recently visited a buffet following the Covid-19 pandemic. The researcher carried out these interviews as they

47

wanted to evaluate food waste from the perspective of those who generate it in hotel buffets and analyse what solutions the public might be open to. The researcher also wanted to see how consumer perceptions had altered on buffets following the pandemic and Covid-19 restrictions.

Overall, the interviewees praised how hotels were able to adapt to the Covid-19 pandemic. One interviewee had recently visited premier Inn’s hotel buffet and noted that certain changes such as having hot food like eggs and sausage made to order were particularly favourable. She stated that she liked this concept as it meant her food was hot and fresh and had limited contact with other people rather than if it was laid out. This may depict consumers’ heightened need for hygiene following the Covid-19 pandemic and may portray that’s some changes that have been implemented into hotel buffets may become permeant to satisfy consumers’ new needs. This concept would also help reduce food waste, as customers would be more considerate of how much food they take if they have to order it from another person rather than self-serve themselves.

To learn greater about how food waste is generated, the researcher questioned the interviewees on their opinions on how plate waste is generated. Both individuals agreed

that they take more plates of food in a buffet than they would normally eat, and it was likely for waste to be left at the end of their meal. One interviewee noted that the concept of food being unlimited in buffets has influenced this behaviour as they feel pressured to get value for their money. When questioning the interviewees about interventions such as reducing plate size, they seemed open to the idea and one interviewee stated that this would help reduce the amount of food an individual can take.

Overall, the interviewees portrayed that they were willing to see changes in how buffets are portrayed to them and agreed that changes needed to be made within buffets to address the issue of food waste.

## **Section 5: Conclusions and recommendations**

### **5.1 Conclusion**

This study investigated the causes of food waste in buffets and the interventions that may be implemented to tackle the issue. It has been conveyed that buffets produce an exhaustive amount of food waste and subsequently have negative economic and environmental impacts. However, it has been proven that interventions such as reducing plate size or using table signs to encourage frequent visits from the guests rather than taking food all at once may help tackle the issue of food waste. Furthermore, Guests have displayed a generally positive attitude towards change, and it is evident that many consumers care about how to make a difference to food waste.  48

This study has contributed to extant literature as it has primarily focused on food waste within hotel buffets rather than just the hospitality industry as a whole. This study has obtained opinions on food waste within hotel buffets through a multitude of sources such as the general public, hotel professionals and previous literature. The study has proven a few hypotheses the researcher had prior to the investigation.  49 Firstly, It was evident that buffets were mainly utilised by families and as a result these groups of

people often produced the most food waste at buffets. Secondly, it was demonstrated that buffets encouraged damaging behaviour such as taking more plates of food than usual. Finally, the study demonstrated that simple interventions could help us tackle the problem of food waste and the public are generally willing to see changes in how buffets are presented to them to help tackle the issue.



The overall findings of this research project display that although food waste remains a big issue within the hospitality sector, some existing changes and interventions are possible in tackling this large-scale problem. For example, the study by [Kallbekken, 2013](#) found that reducing plate sizes and using signs to encourage frequent visits could reduce plate waste by 20%. Furthermore, in the questionnaire conducted by the researcher, it was found that guests are open to new changes in buffets to help tackle food waste. The two popular interventions favoured by the respondents in this survey included reducing plate sizes and offering Tupperware boxes for leftover food.

## **5.2 Recommendations and suggestions for further research**

Nevertheless, the overall generalizability of this study is limited. The researcher's questionnaire consisted of a relatively small sample size of 42 responses, and this does not accurately represent the substantial global amount of buffet-users. If this study were to be repeated and the researcher had greater time, then the researcher would ensure to send the questionnaire to a wider sample of respondents as this would increase the validity of any conclusions drawn from the study and present a more accurate representation of the population.

Overall, the insights gained from this study complements the existing literature by demonstrating the impacts of plate waste, its drivers, as well as amalgamating potential interventions identified in recent literature. Further, the researcher has briefly mentioned how consumer habits within hotel buffets have changed following the coronavirus pandemic and the increased need for hygiene and safety. This had to be drawn from the researcher's personal experiences of visiting buffets following the pandemic, the opinions of interviewees and the food and beverage manager. While the researcher was only able to touch upon this as it was recent, additional information regarding covid19 and buffets may be better researched via quantitative data. The researcher would attempt

to obtain more quantitative data within this particular area if the study was repeated. The research progress about the influence of the Covid-19 pandemic on hotel buffets is still limited, yet undisputedly relevant. Consequently, future research about how consumer habits, specifically in the buffet context, have changed following the pandemic will be necessary.

## Bibliography

Antonschmidt, H. and Lund-Durlacher, D., 2021. Stimulating food waste reduction behaviour among hotel guests through context manipulation. *Journal of Cleaner Production*, 329, p.129709.

Dolnicar, S., Juvan, E., & Grün, B. (2020). Reducing the plate waste of families at hotel buffets – A quasi-experimental field study. *Tourism Management (1982)*, 80, 104103–. <https://doi.org/10.1016/j.tourman.2020.104103>

Ellison, B., Savchenko, O., Nikolaus, C. and Duff, B., 2019. Every plate counts: Evaluation of a food waste reduction campaign in a university dining hall. *Resources, Conservation and Recycling*, 144, pp.276-284.

Engström, R. and Carlsson-Kanyama, A., 2004. Food losses in food service institutions Examples from Sweden. *Food policy*, 29(3), pp.203-213.

Food Wastage Footprint (Project), 2013. *Food wastage footprint: impacts on natural resources: summary report*. Food & Agriculture Org.

Gössling, S., Garrod, B., Aall, C., Hille, J. and Peeters, P., 2011. Food management in tourism: Reducing tourism's carbon 'foodprint'. *Tourism Management*, 32(3), pp.534-543.

Hertwich EG, Peters GP. Carbon footprint of nations: a global, trade-linked analysis. *Environ Sci Technol*. 2009 Aug 15;43(16):6414-20. doi: 10.1021/es803496a. PMID: 19746745.

Juvan, E., Grün, B. and Dolnicar, S., 2018. Biting off more than they can chew: Food waste at hotel breakfast buffets. *Journal of Travel Research*, 57(2), pp.232-242.

Juvan, E., Grün, B., Zabukovec Baruca, P. and Dolnicar, S., 2019. Drivers of plate waste at buffets: A comprehensive conceptual model based on observational data and staff insights. *Annals of Tourism Research Empirical Insights*, 2(1), p.100010.

Kallbekken, S. and Sælen, H., 2013. 'Nudging' hotel guests to reduce food waste as a win-win environmental measure. *Economics Letters*, 119(3), pp.325-327

Papargyropoulou, E., Lozano, R., K. Steinberger, J., Wright, N. and Ujang, Z., 2014. The food waste hierarchy as a framework for the management of food surplus and food waste. *Journal of Cleaner Production*, 76, pp.106-115.

Sustainable Restaurant Association, 2010. Too good to waste: Restaurant food waste survey report. *Sustainable Restaurant Association, UK*.

Troitino, C., 2021. *The Tragedy Of The Buffet Commons: Reducing Food Waste At Hotels*. [online] Forbes. Available at: <<https://www.forbes.com/sites/christinatroitino/2017/09/14/the-tragedy-of-the-buffet-commons-reducing-food-waste-at-hotels/?sh=6978d04117dc>> [Accessed 23 October 2021].

Okazaki, W.K., Turn, S.Q. and Flachsbart, P.G., 2008. Characterization of food waste generators: A Hawaii case study. *Waste management*, 28(12), pp.2483-2494.

Wang, J., Peng, C., Zhang, M., Zhang, L., An, J., Yang, X., Fang, H., Fan, P. and Liu, M., 2021. Food Waste Behaviours at Buffet Restaurants in China. *IOP Conference Series: Earth and Environmental Science*, 690(1), p.1.

Wang, L.E., Liu, G., Liu, X., Liu, Y., Gao, J., Zhou, B., Gao, S. and Cheng, S., 2017. The weight of unfinished plate: A survey based characterization of restaurant food waste in Chinese cities. *Waste Management*, 66, pp.3-12

Wansink, B. and Shimizu, M., 2013. Eating Behaviors and the Number of Buffet Trips. *American Journal of Preventive Medicine*, 44(4), pp.e49-e50.

Williams, P., Leach, B., Christensen, K., Armstrong, G., Perrin, D., Hawkins, R., Lane, A., Jones, G. and Scholes, P., 2011. The composition of waste disposed of by the UK hospitality industry. *Banbury: Waste & Resources Action Programme (WRAP)*.

WRAP . 2013. "Overview of Waste in the Hospitality and Food Service Sector."  
<http://www.wrap.org.uk/sites/files/wrap/Overview%20of%20Waste%20in%20the%20UK%20Hospitality%20and%20Food%20Service%20Sector%20FINAL.pdf> (accessed March 8, 2022).

## **Appendices**

### **Appendix 1: Interview transcript**

#### **Interview 1: Head chef in the food and beverage department**

**Research question: "All you can waste? An evaluation of food waste in hotel buffets."**



- 1.) Are you currently doing anything to prevent food waste in the hotel?**
- 2.) On a scale of one to ten, how well do you think you manage food waste?**
- 3.) What do you think the main reasons are for food waste in the hotel?**

- 4.) **Is there anything you would change about how buffets are offered at the hotel?**

#### Appendix 2: Interview transcript

Interview 1: Food and Beverage manager

Research question: "All you can waste? An evaluation of food waste in hotel buffets."

\*The same questions were asked to both the head chef and food and beverage manager in order to perceive differing opinions regarding food waste\*

- 1.) **Are you currently doing anything to prevent food waste in the hotel?**
- 2.) **On a scale of one to ten, how well do you think you manage food waste?**
- 3.) **What do you think the main reasons are for food waste in the hotel?**
- 4.) **Is there anything you would change about how buffets are offered at the hotel?**

#### Appendix 3: Questionnaire

QuestionsResponses42Settings

Total points: 0



## Consumer habits within hotel buffets

The following questionnaire aims to look at food waste within hotel buffets. It consists of 10 questions and will roughly take 5 minutes to complete. All responses will be anonymous, so please answer as honestly as possible. All responses are much appreciated, Thank you.

What is your age?

☐ 11-17

☐ 18-34

☐ 35-50

QuestionsResponses42Settings

Total points: 0

What is your age?

☐ 11-17

☐ 18-34

☐ 35-50

☐ 50+

...

When you attend buffets, who do you most commonly come with?

☐ Family

☐ Couples

☐ Alone

☐ Group of friends

☐ Other...

Questions

Responses

42

Settings

Total points: 0

☐ Other...

On average how many plates do you typically have in a buffet?

- 1 2 3 4 5 6 7 8
- ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

...

Do you tend to leave food on your plate at the end of the buffet meal?

- ☐ Yes
- ☐ No
- ☐ Sometimes

Questions

Responses

42

Settings

Total points: 0

"I take more plates in a buffet than I would usually eat in a restaurant"

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Strongly disagree

...

Do you like food being made to order in buffets rather than having it laid out?

- ☐ Yes
- ☐ No
- ☐ Other...

Questions

Responses 42

Settings

Total points: 0

☐ Other...

Would you be willing to see changes in how buffets are presented to you to reduce plate waste?

☐ Yes

☐ No

☐ Maybe

...

Do you care about how much food is wasted from buffets?

☐ yes

☐ No

Questions

Responses 42

Settings

Total points: 0

How would you feel about plate sizes being reduced to discourage food waste?

☐ In favour of this idea

☐ Neutral feelings towards this idea

☐ Strongly disagree with this idea

...

What interventions would you like to see in buffets to reduce food waste?

☐ Smaller plate sizes

☐ Some items being made to order

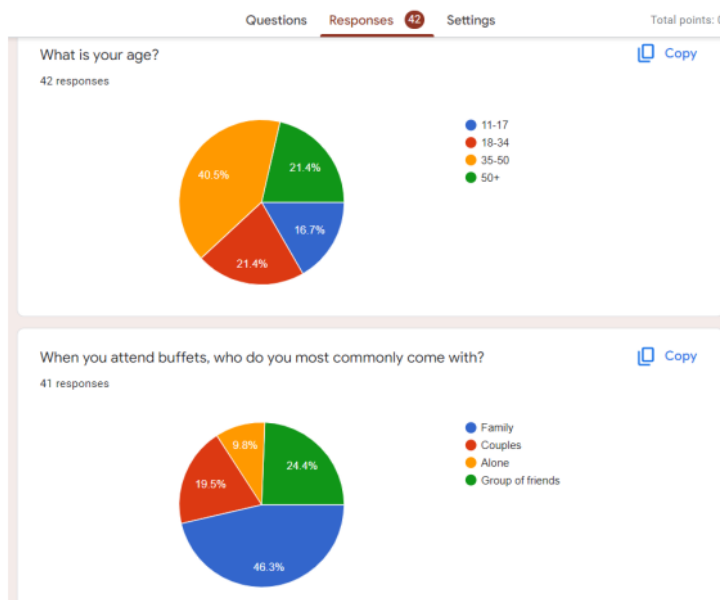
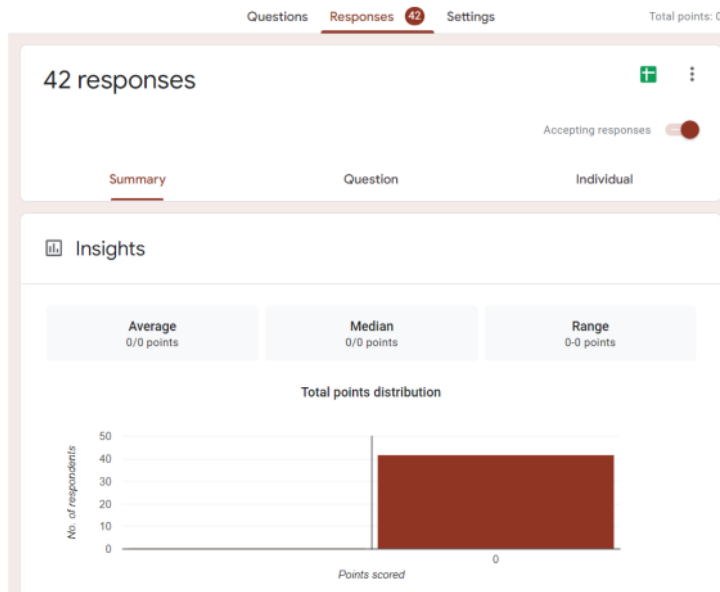
☐ Having staff serve the food at stations

☐ fines for each plate of food wasted

☐ Offering left over food in Tupperware boxes

☐ Other...

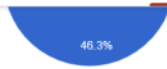
## Appendix 4: Questionnaire responses





Questions Responses **42** Settings

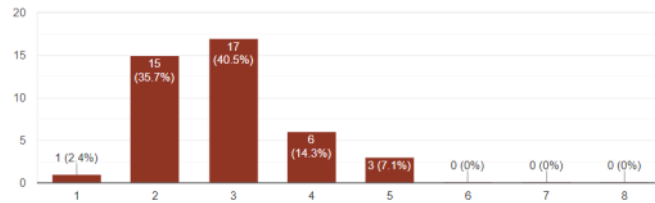
Total points: 0



On average how many plates do you typically have in a buffet?

Copy

42 responses



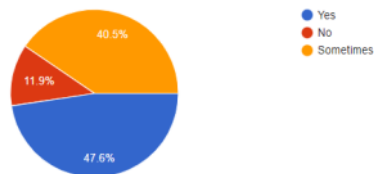
Questions Responses **42** Settings

Total points: 0

Do you tend to leave food on your plate at the end of the buffet meal?

Copy

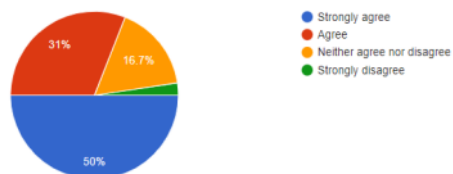
42 responses



"I take more plates in a buffet than I would usually eat in a restaurant"

Copy

42 responses



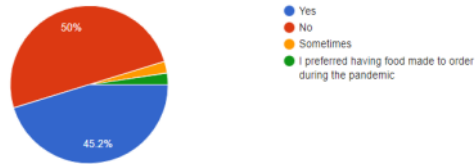
Questions Responses 42 Settings

Total points: 0

Do you like food being made to order in buffets rather than having it laid out?

[Copy](#)

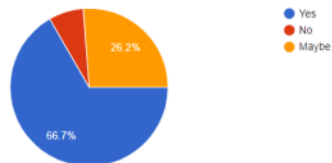
42 responses



Would you be willing to see changes in how buffets are presented to you to reduce plate waste?

[Copy](#)

42 responses



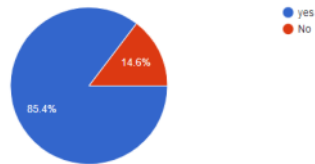
Questions Responses 42 Settings

Total points: 0

Do you care about how much food is wasted from buffets?

[Copy](#)

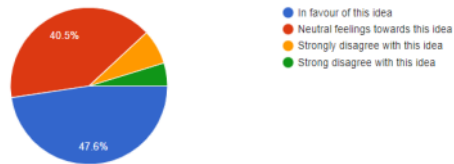
41 responses

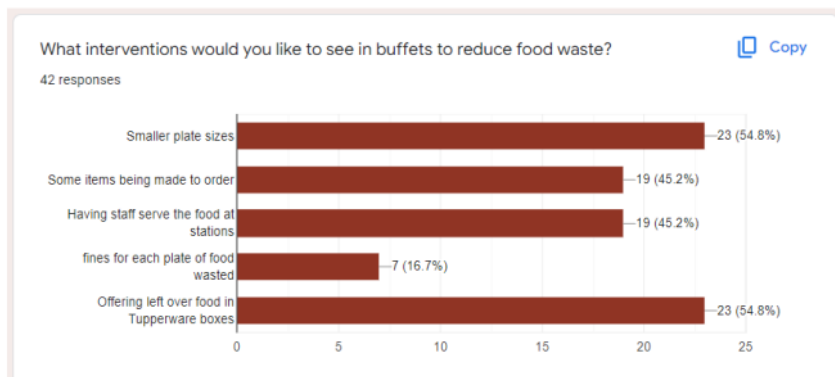


How would you feel about plate sizes being reduced to discourage food waste?

[Copy](#)

42 responses





## Appendix 5: Gantt Chart

| Gantt Chart                                                               |            |              |            |
|---------------------------------------------------------------------------|------------|--------------|------------|
|                                                                           | Start Date | Draft Review | Complete   |
| <b>Placement Proposal</b>                                                 | 10/10/2021 | 29/10/21     | 29/10/21   |
| <b>Write Literature Review</b>                                            | 10/10/2021 | 29/10/2021   | 17/02/2022 |
| <b>Write Research Methods-Construct Interview and Survey Questions</b>    | 20/12/2021 | 29/10/2021   | 19/02/22   |
| <b>Research Sample – Start to be sent out and Complete to be returned</b> | 05/01/22   | 05/01/2022   | 01/02/22   |
| <b>Analysis / Results</b>                                                 | 14/01/22   | 05/01/2022   | 20/02/2022 |
| <b>Write Conclusion / Recommendations</b>                                 | 17/10/22   | 05/01/2022   | 22/02/2022 |
| <b>Write Introduction</b>                                                 | 12/10/2021 | 05/01/2022   | 18/02/2022 |
| <b>Write Abstract</b>                                                     | 10/01/22   | 05/01/2022   | 12/03/22   |
| <b>Assemble Contents Page</b>                                             | 10/01/22   | 05/01/2022   | 10/01/2022 |
| <b>Appendices</b>                                                         | 11/01/22   | 05/01/2022   | 14/03/22   |

|                                                  |          |            |          |
|--------------------------------------------------|----------|------------|----------|
|                                                  |          |            |          |
| <b>Submit Placement Project<br/>(6500 Words)</b> | 01/11/21 | 05/01/2022 | 16/03/22 |

## Bibliography

Antonschmidt, H. and Lund-Durlacher, D., 2021. Stimulating food waste reduction behaviour among hotel guests through context manipulation. *Journal of Cleaner Production*, 329, p.129709.

Dolnicar, S., Juvan, E., & Grün, B. (2020). Reducing the plate waste of families at hotel buffets – A quasi-experimental field study. *Tourism Management (1982)*, 80, 104103–. <https://doi.org/10.1016/j.tourman.2020.104103>

Ellison, B., Savchenko, O., Nikolaus, C. and Duff, B., 2019. Every plate counts: Evaluation of a food waste reduction campaign in a university dining hall. *Resources, Conservation and Recycling*, 144, pp.276-284.

Engström, R. and Carlsson-Kanyama, A., 2004. Food losses in food service institutions Examples from Sweden. *Food policy*, 29(3), pp.203-213.

Food Wastage Footprint (Project), 2013. *Food wastage footprint: impacts on natural resources: summary report*. Food & Agriculture Org.

Gössling, S., Garrod, B., Aall, C., Hille, J. and Peeters, P., 2011. Food management in tourism: Reducing tourism's carbon 'foodprint'. *Tourism Management*, 32(3), pp.534-543.

Hertwich EG, Peters GP. Carbon footprint of nations: a global, trade-linked analysis. *Environ Sci Technol*. 2009 Aug 15;43(16):6414-20. doi: 10.1021/es803496a. PMID: 19746745.

Juvan, E., Grün, B. and Dolnicar, S., 2018. Biting off more than they can chew: Food waste at hotel breakfast buffets. *Journal of Travel Research*, 57(2), pp.232-242.

Juvan, E., Grün, B., Zabukovec Baruca, P. and Dolnicar, S., 2019. Drivers of plate waste at buffets: A comprehensive conceptual model based on observational data and staff insights. *Annals of Tourism Research Empirical Insights*, 2(1), p.100010.

Kallbekken, S. and Sælen, H., 2013. 'Nudging' hotel guests to reduce food waste as a win-win environmental measure. *Economics Letters*, 119(3), pp.325-327

Papargyropoulou, E., Lozano, R., K. Steinberger, J., Wright, N. and Ujang, Z., 2014. The food waste hierarchy as a framework for the management of food surplus and food waste. *Journal of Cleaner Production*, 76, pp.106-115.

Sustainable Restaurant Association, 2010. Too good to waste: Restaurant food waste survey report. *Sustainable Restaurant Association, UK*.

Troitino, C., 2021. *The Tragedy Of The Buffet Commons: Reducing Food Waste At Hotels*. [online] Forbes. Available at: <<https://www.forbes.com/sites/christinatroitino/2017/09/14/the-tragedy-of-the-buffet-commons-reducing-food-waste-at-hotels/?sh=6978d04117dc>> [Accessed 23 October 2021].

Okazaki, W.K., Turn, S.Q. and Flachsbart, P.G., 2008. Characterization of food waste generators: A Hawaii case study. *Waste management*, 28(12), pp.2483-2494.

Wang, J., Peng, C., Zhang, M., Zhang, L., An, J., Yang, X., Fang, H., Fan, P. and Liu, M., 2021. Food Waste Behaviours at Buffet Restaurants in China. *IOP Conference Series: Earth and Environmental Science*, 690(1), p.1.

Wang, L.E., Liu, G., Liu, X., Liu, Y., Gao, J., Zhou, B., Gao, S. and Cheng, S., 2017. The weight of unfinished plate: A survey based characterization of restaurant food waste in Chinese cities. *Waste Management*, 66, pp.3-12

Wansink, B. and Shimizu, M., 2013. Eating Behaviors and the Number of Buffet Trips. *American Journal of Preventive Medicine*, 44(4), pp.e49-e50.

Williams, P., Leach, B., Christensen, K., Armstrong, G., Perrin, D., Hawkins, R., Lane, A., Jones, G. and Scholes, P., 2011. The composition of waste disposed of by the UK hospitality industry. *Banbury: Waste & Resources Action Programme (WRAP)*.

WRAP . 2013. "Overview of Waste in the Hospitality and Food Service Sector." <http://www.wrap.org.uk/sites/files/wrap/Overview%20of%20Waste%20in%20the%20UK%20Hospitality%20and%20Food%20Service%20Sector%20FINAL.pdf> (accessed March 8, 2022).

# Level 6 Placement Project - Rubina Begum (1908848)

---

## GRADEMARK REPORT

---

FINAL GRADE

26/100

GENERAL COMMENTS

### Instructor

#### 1. Research-informed Literature. 2 /20

Your work must be informed and supported by scholarly material that is *relevant* to and *focused* on the task(s) set. You should provide evidence that you have accessed a wide *range* of sources, which may be academic, governmental, and industrial; these sources may include academic journal articles, textbooks, current news articles, organisational documents, and websites. You should consider the *credibility* of your sources; academic journals are normally highly credible sources while websites require careful consideration/selection and should be used sparingly. Any sources you use should be current and up-to-date, mostly published within the last five years or so, though seminal/important works in the field may be older. You must provide *evidence* of your research/own reading throughout your work, using in-text citations in the main body of your work and a reference list that is alphabetical at the end of your work. Please use the Harvard/APA referencing system.

#### ***Specific to this assignment:***

*You should have shown a wide level of reading from a variety of sources including academic journals and academic based websites. In particular referencing academic sources for theory specific to the Hospitality Industry and as recognised as good practice within the working environment.*

*You have underutilised the resources that are available to you, and there are poor links between your in text citation and your reference list. You have only included 19 reference resources for a writing of this length you were expected to include at a minimum 65.*

## **2. Knowledge and Understanding of Subject.**

**8/20**

Your work must demonstrate the growing extent of your knowledge and understanding of concepts and underlying principles associated with the subject area. *Knowledge* relates to the facts, information, and skills you have acquired through your learning. You demonstrate your *understanding* by interpreting the meaning of the facts and information (knowledge). This means that you need to select and include in your work the concepts, techniques, models, theories, etc. appropriate to the task(s) set. You should be able to explain the theories, concepts, etc. meaningfully to show your understanding. Your mark/grade will also depend upon the *extent* to which you demonstrate your knowledge and understanding; ideally each should be complete and detailed, with comprehensive coverage.

### ***Specific to this assignment:***

*You will have referred to relevant examples of success. Not needing to explain these in depth but having introduced them briefly before analysing them and offering realistic recommendations for others, this will include relevant placement-based referrals and examples, also considering different international perspectives. There have been tenuous links only to your placement, and you have not been able to display the appropriate level of knowledge.*

## **3. Analysis. 5 /30**

Your work must contain evidence of logical, analytical thinking, evaluation, and synthesis. For example, to examine and break information down into parts, make inferences, compile, compare and contrast information. This means not just describing What! But also justifying: Why? How? When? Who? Where? At all times, you must provide justification for your arguments and judgements. Evidence that you have reflected upon the ideas of others within the subject area is crucial to you providing a reasoned and informed debate within your work. Furthermore, you should provide evidence that you are able to make sound

judgements and convincing arguments using data and concepts. Sound, valid conclusions are necessary and must be derived from the content of your work. There should be no new information presented within your conclusion. Where relevant, alternative solutions and recommendations may be proposed.

***Specific to this assignment:***

*The task specified what was required of you and you should have answered only the question set fully, drawing on conclusions from the content of your work and providing a direct answer to the question that you have included within your topic choice. You will also have demonstrated the research methods that you have used for gathering information to support your writing, and any specific research theories that were relevant. This will have further demonstrated your skill in selecting appropriate theoretical tools for practical analysis within the workplace and underpinning good management practice. This has not been well analysed, there are very vague attempts at displaying the findings and you have mixed groups together but then analysed them to the same outcomes. This needs much better clarity throughout.*

**4. Practical application and deployment. 5 /15**

You should be able to demonstrate how the subject-related concepts and ideas relate to real world situations or a particular context. How do they work in practice? You will deploy models, methods, techniques, and/or theories, in that context, to assess current situations, perhaps to formulate plans or solutions to solve problems, some of which may be innovative and creative. This is likely to involve, for instance, the use of real-world examples and cases, the application of a model within an organisation and/or benchmarking one organisation against others based on stated criteria. You should show awareness of the limitations of concepts and theories when applied in particular contexts.

**Specific to this assignment:** You should have deployed your chosen examples and wider reading to illustrate the points you make, much of this information has been gathered during your placement, or through your previous modules and has become an area of interest to you.

## **5. Skills for professional practice. 6 /15**

Your work must provide evidence of the attributes expected in professional practice. This includes demonstrating your individual initiative and/or collaborative working. You must communicate effectively in a suitable format, which may be written and/or oral, for example, essay, management report, presentation. Work should be coherent and well-structured in presentation and organisation.

### **Specific to this assignment:**

*You will have written the report in a recognised format. All writing should be in academic style, formal, focused, concise, and subject specific. It should use a font of Arial 11 point or Times New Roman 12 point and be 1.5 or double spaced. The work that you have submitted will have been original to you, and supported by credible resources, these will have been properly cited within your work using the Harvard referencing system. The word count will have been followed + or - 10%, as a skill required at Level 6 to follow assessment guidance, and this will have been demonstrated.*

**Summary: Unfortunately you were unable to attend two invitations to meet with a colleague to discuss this research project. The purpose of the meeting was for you to explain to us in more detail what you had found out, how you had found out information and what changes you would make within the industry for example, so allowing you the opportunity by way of a viva to explain your writing. You informed me that you were unable to attend due to COVID within your family, but when another appointment was made you did not attend for that either. This has led to me being only able to**

mark the work that has been submitted without any further expansion. This has been poorly written and is very ambiguous, there is missing information for example the discussion with the Head Chef when you mention carrying out this interview this is not written down. I am also concerned that you write about a male Food & Beverage manager ( repeatedly) when the F&B manager at this hotel is female, In addition your findings about salad greens and marinated meats are confusing as the only buffet offered at this hotel is for breakfast where neither of those options are available. this need to be more clearly thought out, and you would have benefited from attending supervision sessions with your module lead or allocated lecturer. There is much work to be completed to make this piece of work clearer and more focussed. It is also quite repetitive throughout and this probably accounts for why you are significantly over the 6,500 word count. In addition to this for this length of writing you need to support your work with appropriate citations and resources and this was way below what is expected for level 6 writing. Please read the feedback carefully and make sure that you meet with a supervisor going forward at the resit point to enhance your work further.

---

PAGE 1

---

PAGE 2

---



**Sp.**  
Spelling error



**Comment 1**

Remember that this is a brand name so please cite accordingly.

---

PAGE 3

---

PAGE 4

---



**Revise citation**

This citation is incorrect and/or missing information. Readers need to be able to trace each piece of evidence back to its original source. Revise the citation so the source is properly cited.



### Comment 2

s this relevant in 2022? is this still the amount of food wastage post pandemic?



### Comment 3

Interesting study- how have the results informed your writing here?



### Comment 4

How would this impact on Marriott hotels? does this not conflict with other loyalty schemes they may have like Bonvoy?

PAGE 5

---



### Comment 5

This is nearly all taken directly from another's writing- where is the supporting citation.



### Comment 6

is this not table service though and not a buffet? so are you suggesting that buffets are eradicated?



### Apply primary source

This source does not appear to be a primary source. Primary sources, first-hand experiences of an event, object, or person, strengthen your writing because they are evidence from that time. Find a primary source (e.g. journals, letters, research, transcripts, photographs, etc.) to support this idea.

PAGE 6

---



### Comment 7

Good information as to the intention of the project and how data was collected within the placement.

PAGE 7

---



### Comment 8

out of date reference this is 11 years old- what has happened since the pandemic has this altered the findings?



### Comment 9

12 year old reference!!!



### Comment 10

Pre pandemic reference does this relate to what is happening within restauration and food consumption trends now?

PAGE 8

---



### Comment 11

outdated reference



### Comment 12

what is the current waste amount this is 9 years ago



### Comment 13

Is this s citation or a statement?



### Comment 14

after the United states and China... emitter of what compared with who?

PAGE 9

---



### Comment 15

incorrect citation- what format is this is?



### Comment 16

This has been taken from a students paper at the University of Hong Kong and the citation is incorrect.



### Comment 17

How does this relate to your placement hotel in the UK which is part of a multi national? is this reference resource relevant?



### Comment 18

Again incorrect citation taken from another's writing.



### Comment 19

no comment

PAGE 10

---



### Comment 20

This is anecdotal what evidence supports this?



### Comment 21

this is very confused writing, and it does not add substance to your work, please make sure that you write with clarity.

PAGE 11

---



### Comment 22

did you discuss this with the F&B manager? what was their response- how did this suggestion impact on your placement experience? You need to refer your work to placement.



### Comment 23

Whilst it is useful to compare with the international market, this was a placement based project and your impressions from Marriott- Swansea would have been more beneficial within your writing.

PAGE 12

---



### Comment 24

Be careful that you don't mix the tense of your writing please.



### Comment 25

How will these findings be distinguished from the hotel guests responses, this should be clarified within your analysis and findings.



### Comment 26

This need to be clarified which findings relate to friends and family and which to hotel guests- as the outcomes could be very different.

PAGE 13

---



### Comment 27

Be careful of repetition within your writing.

PAGE 14

---



### Comment 28

Was the IQ Fforwm used at this time, as SBC library was closed, and it would have been acceptable for you to use online sources to allow for this.



### Comment 29

repetitive

PAGE 15

---



### Comment 30

How was this divided between friends and family and hotel guests - that needs to be clarified please.

PAGE 16

---



### Comment 31

Was this the only option available at this time?



### Comment 32

How was this calculated what data did you use?



### Comment 33

o what question- why was this shocking?



### Comment 34

How is this valuable- hadn't you already assumed this within your hypothesis?



### Comment 35

How would this be enforced- under what legislation?

PAGE 17

---



### Comment 36

I am a little confused as to who you spoke with as you are writing about HE when the F&B manger at Swansea Marriott is female.



### Comment 37

Buffet service at Swansea Marriott is only for breakfast and salad greens are not served at that time.



### Comment 38

How is this relevant to breakfast service? and your research- please ensure that there is clarity within your writing and that you stick to the topic that you are writing about.



### Comment 39

?



### Comment 40

?



### Comment 41

No salad served for breakfast-m which is the only time that there is a buffet in Swansea Marriott, and again the F&B manager is female.



### Comment 42

?



### Comment 43

?



### Comment 44

So this disproves your findings regarding food waste being related to over subscription and waste by customers? Please be clear within your writing.

PAGE 18

---



### Comment 45

What does this mean...' Lazy Chefs'? This is quite unprofessional writing, and this type of comment should not be included within an academic work, this does not show the F&B manager in a good light, they can be easily identified as there is only one F&B manager in Swansea Marriott, you must take care to amend your content to maintain the professionalism of your interviewees and also their anonymity.



### Comment 46

You wrote earlier that you had interview the F&B manager and the Head Chef where is the head chefs interview? It would have been useful to provide a comparison of the two views of front of house and back of house regarding food waste.



### Comment 47

Were these findings included within the previous analysis or are they in addition to, this is very unclear and makes for confusing reading.

PAGE 19

---



### Comment 48

what are the changes? This has not been written about clearly, and were they only to do with COVID restrictions or within the general operation of the hotel?



### Comment 49

which were what?

PAGE 20

---



### Comment 50

This was not 'proved' from your interview findings though, and is not supported by your questionnaire analysis, there needs to be more clarification around the proof that you are attesting to.

PAGE 21

---

PAGE 22

---

PAGE 23

---

PAGE 24

---

PAGE 25

---



### Comment 51

This was not included within the main writing only the interview with the F&B manager.

PAGE 26

---

PAGE 27

---

PAGE 28

---

PAGE 29

---

PAGE 30

---

PAGE 31

---

PAGE 32

---

PAGE 33

---

PAGE 34

---

PAGE 35

---

