

SUSTAINABLE HOTEL

An Environmental Challenge Scenario

Facilitators Support Pack

Learning Materials

Our selection of learning materials match both real world scenarios as well as many of key curriculum topics. The materials can be incorporated into GCSE, A Level or BTEC subjects, such as Travel and Tourism, Business Studies and Hospitality or as part of a careers lesson.

**The learning materials support Gatsby Benchmarks
1, 2, 4 & 7.**

Overview

Based on real work experiences, this multiple choice scenario challenges students to think like senior management and ensure their business is considerate of the environment, customer needs and budget requirements.

Working in 2-5 groups, students are asked to make decisions on food wastage, energy usage, waste management, water usage and general environmentalism.

The game scores students on their choices and, in the final question, gives creative freedom and asks the groups to think of their own ideas.

This activity runs as a competition, with each team competing against each other to see who was able to balance the environment, customer needs and budget requirements the best.

Requirements

A projector/smart board. Printouts will be required for the students.

Details

Duration: 1-1.5 hours

Class Size: 5 teams, 30 students maximum is advised

Year Group: 8+

Access

The activity is free and available on the Edge Hotel School webpage via the 'Information for Schools' page.



The Sustainable Hotel

An Environmental Challenge Scenario

Facilitators Support Pack

Welcome to the scenario!

The aim of this scenario is to give students insights into the amazing and diverse jobs and career options available in the Hospitality Industry as well as getting them to recognise that our industry has both a moral and commercial responsibility to consider and respond to the environmental and sustainability issues which affect all modern businesses.

It is meant to be engaging and enjoyable for the participants and, with the help of this 'Facilitators support pack', to be relatively easy and enjoyable for you, the facilitator!

There are 5 different downloadable documents, namely:

Sustainable Hotel

An environmental challenge (a Powerpoint which commences with the introduction and scene setting and then provides issues for the students to consider, round by round)

Sustainable Hotel Master spreadsheet

(An Excel spreadsheet which automatically allows you to manage the responses of the students and chart the progress of the competing student teams)

Sustainable Hotel Group Handouts

(A PDF document which provides some background information to help the teams decision making for each of the rounds)



Sustainable Hotel Team Identification Sheets

(A PDF document which helps to identify each of the, up to 5, different teams)

Sustainable Hotel Facilitators Support Pack

(A PDF document... this document, which tells you how to run the scenario and a few hints and bits of background information into the subject).



How the Scenario is Played:

The facilitator can run this scenario in a number of different set ups;

- Each team is allocated a colour (Red; Blue; Green; Orange or Black). There are a maximum of 5 teams in this scenario, but it can be played with fewer or even as a single team.
- There are 5 rounds / scenarios / decisions that the teams have to make. It is however possible to reduce or skip rounds if you don't have sufficient time.
- The Facilitator uses the PowerPoint presentation for each round and, in rounds 1 to 4, the teams discuss and choose the decision they feel is best. There is a handout for each round to assist team discussion and provide background information (i.e. the Group Handouts. Which should be available to each team).
- You can give the teams between 5 and 7 minutes to discuss and come up with their decision.
- Once the teams have made a decision, they inform the Facilitator and the number of their choice is entered in the first page of the Master spreadsheet in the white box (Master Score Sheet) at the top left hand corner of the 'Home sheet'.
- The only data input that needs to be completed is to put the number of the team decision in the correct Team / Round box. (See below)
- The results of the round and the cumulative position of each team are displayed by clicking on the tab for each round (see below).
- You can identify how well each team is doing in the different criteria (Financial; Environment; Customers) by referring to the separate charts or to the tables of each round.
- The final round is less structured and more creative and allows the teams to innovate, discuss and come up with their own ideas. You will need to mark this based on your own perspectives and marking criteria...but some guidance is given later on in this Support Pack.
- It may be the case that one team wins the Financial criteria (i.e. more commercially minded); a different team wins the Environmental criteria (i.e. more environmental awareness) and another wins the Customer criteria (i.e. more customer aware). The overall winner is indicated on the 'Combined score' total.
- To reset the scenario, just delete all the data / team decisions on the 'Master Score Sheet' and the scenario will be reset and ready to go again!

Enter decision number for Red Team, round 1

MASTER SCORE SHEET : THE GREEN HOTEL										
Team	Round 1	Round 2	Round 3	Round 4	Round 5	Note :				
Red						Only enter data on this Master Score Sheet				
Blue						Do not enter data on any other spreadsheet				
Green						More instructions can be found below or in the Facilitators Support Pack.				
Black										
Orange										

Environmental score					
Round No.	1	2	3	4	5
Red	0	0	0	0	0
Blue	0	0	0	0	0
Green	0	0	0	0	0
Black	0	0	0	0	0
Orange	0	0	0	0	0

Financial score					
Round No.	1	2	3	4	5
Red	0	0	0	0	0
Blue	0	0	0	0	0
Green	0	0	0	0	0
Black	0	0	0	0	0
Orange	0	0	0	0	0

Customer score					
Round No.	1	2	3	4	5
Red	0	0	0	0	0
Blue	0	0	0	0	0
Green	0	0	0	0	0
Black	0	0	0	0	0
Orange	0	0	0	0	0

Home sheet Round 1 Round 2 Round 3 Round 4 Round 5 +

Tabs for each round



Finally, when placed in competitive situations, some students may want justification of decisions that may affect the position of their team for each round. In many ways this is really positive as the students are clearly passionate about getting appropriate justification for the decisions that affect them...or, alternatively, they are just exceptionally competitive!

Either way, the subsequent pages of this pack have been compiled so as to give you some background information and justification as to why the marks have been awarded in the way that they have for each round. Above all, we hope you find it easy and enjoyable to play this scenario with your students and explore the worlds of hospitality and environmental sustainability.

Scenario PowerPoint Slides

1



SUSTAINABLE HOTEL

A ENVIROMENTAL CHALLENGE SCENARIO

AN INITIATIVE BY
THE EDGE HOTEL SCHOOL

2

HOSPITALITY INDUSTRY AND THE ENVIROMENT

Like any business, hotels, restaurants and bars (the 'hospitality' industry) has an impact on its environment which all responsible companies need to consider.

In some locations our customers stay in places where the eco-system is very fragile and natural resources are rare (such as hotels in the desert or nature reserves).

Our future hospitality managers and employees need to be aware of this and not only consider the commercial aspects of their companies but also the environmental impact of their business.



5

ISSUE: FOOD WASTAGE

The Kitchen department (which produces the food for the restaurant) have some suggestions for reducing the amount of food waste that they have from the restaurant, their suggestions are:

- 1 Reduce the amount of food being served per portion;
- 2 Send the food that the customers don't eat (plate waste) to be converted into bio-fertiliser.
- 3 Offer customers different portion sizes (and prices);
- 4 Offer customers 'doggy bags' so that they can take the uneaten food home with them.



SUSTAINABLE HOTEL - AN ENVIRONMENTAL CHALLENGE SCENARIO

WWW.MYHOSPITALITYLIFE.COM

6

ISSUE: REDUCING ENERGY USAGE

The Housekeeping department (which look after the clearing and maintenance of the guest bedrooms) have some suggestions for reducing the energy that your guests use during their stay, their suggestions are:

- 1 Install heat sensors or trigger switches in the rooms which turn off the power when the customer leaves the room;
- 2 Put up signs asking customers to turn off their lights and turn down the temperature in their rooms when not required;
- 3 Change the current older lighting system for new LED lighting;
- 4 Charge the customers an additional amount if they use more than a certain amount of power per day.



SUSTAINABLE HOTEL - AN ENVIRONMENTAL CHALLENGE SCENARIO

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9

ISSUE: GENERAL ENVIROMENTALISM

The purchasing department (which buys the supplies that your hotel uses) have asked you for some ideas about reducing the environmental impact of the goods that the hotel buys.

Come up with one really good idea of how you could reduce the environmental impact of the hotel...

TIP: Have a look at the Handouts for this round and come up with some interesting ideas!



SUSTAINABLE HOTEL - AN ENVIRONMENTAL CHALLENGE SCENARIO

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10

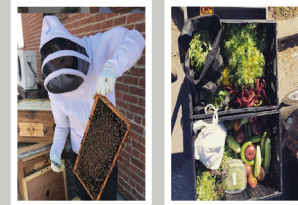
THANK YOU FOR PLAYING SUSTAINABLE HOTEL!

For more information on hospitality careers and education:

- ▶ WWW.MYHOSPITALITYLIFE.COM
- ▶ WWW.ESEK.AC.UK/DEPARTMENTS/EDGE-HOTEL-SCHOOL

For more information on environmental hospitality careers:

- ▶ WWW.GREENHOTELIER.ORG



SUSTAINABLE HOTEL - AN ENVIRONMENTAL CHALLENGE SCENARIO

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3

CONGRATULATIONS!

You have just been appointed to the position of being the General Manager of a 40 bedroom, 4 star Hotel.

The owners of the property will be leaving you to run the hotel in which ever way you want (as long as it makes a profit) but they have also said one of the first things they want you to review are the environmental standards of the hotel.

Today is your first day and you have decided to tackle this issue straight away...



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4

THE CHALLENGE

In your tour of the hotel you will visit different departments in which you (and your team) will be required to make a decision as to what to do.

In most of these departments there will be 4 different possible outcomes for each situation and you will be given some help in the form of additional notes for each decision (the handouts).

Your team must decide which of the outcomes is likely to be the best decision based on the following criteria.



RED POINTS
The financial benefit for the business



BLUE POINTS
Popularity with your current and future customers



GREEN POINTS
Benefits for the environment

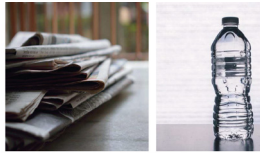
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7

ISSUE: WASTE MANAGEMENT

The Reception department (which look after the customers experience) have some suggestions for reducing the amount of rubbish that your customers dispose of during their stay, their suggestions are:

- 1 Provide separate recycling bins in customer rooms;
- 2 Don't offer free newspapers to customers in their rooms any more;
- 3 Don't provide branded plastic bottles of water for customers in their rooms
- 4 Don't supply individual miniature soap or shampoo or shower gel in the rooms.



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8

ISSUE: REDUCING WATER USAGE

The Housekeeping department (which looks after the cleaning and maintenance of the guest bedrooms) have some suggestions for reducing the amount of water that your customers use during their stay, their suggestions are:

- 1 Install tap aerators and 'dual flush' toilet cisterns in the rooms;
- 2 Put up signs asking customers to reuse the same towels for up to 3 days;
- 3 Install sensors on the taps so that they turn off automatically when not in use;
- 4 Install a 'grey water' system to recycle water from baths and showers for use in toilets.



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Round 1

Food Wastage

In 2024, 62% of adults in the UK were classified as overweight, with 1 in 4 British adults being classed as obese. One third of all food produced for human consumption goes to waste and it has been calculated that all the worlds hungry people (just under 1 billion) could be fed on less than a quarter of the food that is wasted in the UK, USA and Europe.

Decision 1

7 Green points (Environmental)

This measure will considerably reduce food wastage.

9 Red points (Financial)

This will reduce food production costs and provide for greater margins of profitability.

5 Blue points (Customer)

There is a gradual increase in people asking for smaller portions of food, yet there are also a large number of customers who equate quality with volume of feed.

A customer neutral action.

Decision 2

5 Green points (Environmental)

It is considered that it is better to try to prevent the initial occurrence of wastage rather than dealing with the wastage after the event.

1 Red points (Financial)

Food from UK restaurants cannot be given directly to livestock any more. All food waste needs to be treated before it is used in this way to avoid spread of disease. Bio fertilisation plants cost a large amount of money to purchase and run.

3 Blue points (Customer)

Most customers are completely oblivious (and often don't care) what happens to waste food at the moment, so the impact of this decision is neutral.

Decision 3

5 Green points (Environmental)

Whilst this action will mean less food wastage there will still be some who order larger portions and continue to waste food, hence it is environmentally neutral.

5 Red points (Financial)

This action is almost cost neutral as far as the profitability is concerned (i.e. you can charge a slightly higher mark up on smaller portion sizes).

9 Blue points (Customer)

In view of obesity, the option of having different portion sizes is becoming more mainstream and popular with many customers for smaller portions of food, yet there are also a large number of customers who equate quality with volume of feed. A customer neutral action.

Decision 4

5 Green points (Environmental)

It is considered that it is better to try to prevent the initial occurrence of wastage rather than dealing with the wastage after the event.

3 Red points (Financial)

Containers are an additional cost over and above the costs of producing more food than the customer can eat.

7 Blue points (Customer)

Many customers in the UK are embarrassed to ask for 'doggy bags' but many others like the idea of not wasting the food and eating it themselves (i.e. not for the dog) later.

Round 2

Reducing Energy Usage

The Green Hotelier Association identified that, for many hotels, energy is the second biggest operational cost after labour and that in some hotels more than half the energy produced is wasted.

Decision 1

5 Green points (Environmental)

Whilst entirely sensible and helps to reduce energy usage, it does need to be used together with other measures (i.e. low energy equipment) in order to be really environmentally effective.

5 Red points (Financial)

Whilst there is an initial cost and investment required, this is likely to be recovered in the relatively short term due to cost savings hence relatively cost neutral for the hotel.

7 Blue points (Customer)

Customers often don't mind this and often appreciate this idea as it doesn't affect their stay, but demonstrates environmental responsibility on the hotels behalf.

Decision 2

9 Green points (Environmental)

The environmental cost of heating rooms (or cooling them) is very high...especially as many customers will just open the window to cool down rather than reducing the heat, thus really wasting the energy used to heat (or cool) the rooms.

5 Red points (Financial)

The cost of producing these signs is very small yet, in comparison, the financial savings are significant and often provides a very short term return on investment.

7 Blue points (Customer)

Although customers may (or may not) follow these suggestions, many customers like the idea of being able to manage their own environment to suit their individual needs.

Decision 3

5 Green points (Environmental)

Whilst entirely sensible and helps to reduce energy usage, it does need to be used together with other measures (i.e. low energy equipment) in order to be really environmentally effective.

3 Red points (Financial)

There is an initially high cost and investment required, although this is likely to be recovered in the relatively medium term due to cost savings hence relatively cost neutral for the hotel.

7 Blue points (Customer)

Customers often don't mind this and often appreciate this idea as it doesn't affect their stay, but demonstrates environmental responsibility on the hotels behalf.

Decision 4

9 Green points (Environmental)

Great idea to save energy in theory and bound to get customers to consider whether to use energy for lighting, heating and hot water. Potentially other issues with it in practice (see below).

1 Red points (Financial)

The cost of implementing and maintaining such a system would be untenable unless the building had been designed to provide this service.

3 Blue points (Customer)

Not really likely that customers will like this, especially in a four star hotel. Not quite the image that will encourage future visitors!

Round 3

Waste Management

Hotels produce a significant amount of office waste (paper, documents, brochures etc.), operational waste (cardboard, glass, plastics) and organic waste (vegetable and fruit peelings, flowers etc.). In addition it is estimated that customers leave about 1kg of bin waste per night each.

Decision 1

5 Green points (Environmental)

Whilst entirely sensible and helps to reduce energy usage, it does need to be used together with other measures (i.e. low energy equipment) in order to be really environmentally effective.

5 Red points (Financial)

Whilst there is an initial cost and investment required, this is likely to be recovered in the relatively short term due to cost savings hence relatively cost neutral for the hotel.

7 Blue points (Customer)

Customers often don't mind this and often appreciate this idea as it doesn't affect their stay, but demonstrates environmental responsibility on the hotels behalf.

Decision 2

9 Green points (Environmental)

The environmental cost of heating rooms (or cooling them) is very high...especially as many customers will just open the window to cool down rather than reducing the heat, thus really wasting the energy used to heat (or cool) the rooms.

5 Red points (Financial)

The cost of producing these signs is very small yet, in comparison, the financial savings are significant and often provides a very short term return on investment.

7 Blue points (Customer)

Although customers may (or may not) follow these suggestions, many customers like the idea of being able to manage their own environment to suit their individual needs.

Decision 3

5 Green points (Environmental)

Whilst entirely sensible and helps to reduce energy usage, it does need to be used together with other measures (i.e. low energy equipment) in order to be really environmentally effective.

3 Red points (Financial)

There is an initially high cost and investment required, although this is likely to be recovered in the relatively medium term due to cost savings hence relatively cost neutral for the hotel.

7 Blue points (Customer)

Customers often don't mind this and often appreciate this idea as it doesn't affect their stay, but demonstrates environmental responsibility on the hotels behalf.

Decision 4

9 Green points (Environmental)

Great idea to save energy in theory and bound to get customers to consider whether to use energy for lighting, heating and hot water. Potentially other issues with it in practice (see below).

1 Red points (Financial)

The cost of implementing and maintaining such a system would be untenable unless the building had been designed to provide this service.

3 Blue points (Customer)

Not really likely that customers will like this, especially in a four star hotel. Not quite the image that will encourage future visitors!

Round 4

Reduction of Water Usage

The demand for water is expected to exceed supply by 2030 and the UK Environment Agency estimates that hotels can reduce the amount of water used by 50% per customer per night...which will not only be environmentally responsible, but also assist in significantly reducing hotel running costs. Equally the cost of water is not just in buying it (many hotels are metered) but also in disposing of it.

Decision 1

7 Green points (Environmental)

Aerators and 'dual flush' cisterns and reduce water flow and consumption by over 50% per customer per night.

7 Red points (Financial)

Although there is an initial short term cost of implementation, this is very low and this will be recovered in a comparatively short period of time.

7 Blue points (Customer)

Customers often don't mind this and often appreciate this idea as it doesn't affect their stay, but demonstrates environmental responsibility on the hotels behalf.

Decision 3

7 Green points (Environmental)

Sensors help to limit water usage when customers do not turn off taps. The most common on these is when customers brush their teeth and sensors can significantly reduce the amount of water used.

3 Red points (Financial)

The cost of installing sensors is comparatively high and there is only likely to be any real financial payback in the longer term.

3 Blue points (Customer)

Many customers find automatic sensors frustrating (similar to air hand dryers that do not completely dry your hands). This may not suit the customer expectations of a 4 star hotel.

Decision 2

7 Green points (Environmental)

Laundering towels uses significant amounts of both energy and water. Most customers are willing to reuse their towel at home for several days and repeating this practice in hotels would substantially save on water consumption. Laundry in hotels accounts for over 15% of water usage.

9 Red points (Financial)

The cost of producing and putting up the signs is more than made up for in the short term if even a small number of customers respond. In the longer term this is a very sensible environmental and commercial action.

5 Blue points (Customer)

Whilst some customers will want to have a new towel each day (and this is available should they want it), other customers will be very happy to adopt the same practices that they have at home and support this environmental proposal.

Decision 4

7 Green points (Environmental)

A 'grey water' system uses waste water and recycles it (after some cleaning) for use in either plant irrigation or other uses such as flushing toilets. Many new hotels are being built with this system integral to the structure, especially in locations where there is 'water stress' or water shortages.

1 Red points (Financial)

Adding such a system to an operational hotel is currently a significant financial investment and one which will only pay back in a very long time frame.

3 Blue points (Customer)

Many customers would be oblivious to the system being used...however many customers express an initial dislike of the concept, often due to ignorance of the effective nature of the system.

Round 5

General environmentalism

This round is not judged in the same way as the other rounds. It is an opportunity for participants to debate, consider and be creative in proposing different ideas to assist in the aim of reducing the environmental impact of the hotel.

Allocating scores to this round is entirely up to you. You may wish to give credit for innovative ideas or ideas which demonstrate depth of understanding of the issues. Alternatively you may wish to recognise ideas that have lower immediate impact but which, over a longer period of time will be on significance to the hotel.

In order to assist you, please consider the financial, environmental and customer implications of the suggestions. You do not have to be an expert in the area, merely to use these aspects to provide some structure for your considerations.

Once each team has explained their idea to the group you are required to give it a mark (between 1 and 10) and insert the awarded mark in the 'Round 5' column of the 'Master score sheet'.

This round has been put in to both extend the length of the scenario or provide students with an opportunity to develop interesting and creative solutions to environmental issues.

If you feel that neither of these are required (or that you are short of time) please merely insert a score of zero into each teams scores and then debrief the participants as to who the winning team is!



Student Handouts

The Sustainable Hotel

An Environmental Challenge Scenario

Issue: Food Wastage

Some general things to think about:

- In the entire world it has been estimated that about 30% of food that is produced for human consumption is wasted (i.e. never eaten by humans)
- Hotels serve 8% of all meals eaten outside of home in the UK (that's 611 million meals per year!)
- Restaurants produce 9% of all food waste in the UK...which is estimated to cost them over £318 million.

Some things to help you in this round:

- Lots of people can't physically eat all the food that is served to them on their plates and instead they leave it on the plate...but other people like the idea of having plenty of food even if they don't eat it all.
- Some food can be broken down by anaerobic digestion to create plant fertiliser, but this can be expensive. Food waste can't be used for animal feed (i.e. pig swill) because it could lead to deadly animal illnesses like foot and mouth disease.
- 44% of restaurant customers would be prepared to pay more if they felt that the food a restaurant produced was 'environmentally friendly'.
- Many customers are too embarrassed to ask for the leftovers from their meals to be put into 'doggy bags' for them to eat later.
- Some restaurants don't want the expense of buying containers for customers to take their leftover food away...or they don't want the responsibility should the food become contaminated...which might, in turn, mean that a customer might claim that the food made them unwell.
- Of all food prepared for restaurant customers, it is estimated that:
 - 35% of waste comes from preparation (i.e. peeling the veg, bits that customers don't like etc)
 - 34% comes from food left on the plate
 - 21% from 'spoilage' (i.e. food getting to its use by date)

Student Handouts

The Sustainable Hotel

An Environmental Challenge Scenario

Issue: Reducing Energy Usage

Some general things to think about:

- The hotel industry in the UK uses the same amount of energy as 1.2 million households per year. This is the energy usage of the hotels themselves and doesn't include the energy usage of some of the services that it gets other companies to undertake such as washing laundry or purchasing food materials.
- It has been estimated that between 20 and 30% of a business's costs could be spent on energy and, as a consequence, even small changes can have a big environmental impact.

Some things to help you in this round:

- Typically, in hotels, about 50% of energy is used in either heating up or cooling down (air conditioning) the building. About 20% of the energy is used by lighting and 15% used for supplying hot water, the final 15% being used for specific activities such as cooking food, cleaning the building and laundry. This level of energy use will of course vary considerably based on the geographical location and style of the hotel and building.
- LED lights cost a fair amount of money to install, especially in older hotels, but they are far more efficient in the longer term than the older styles of lighting.
- The 'Glyde' Hotel at Edinburgh Park is the first battery powered hotel in the UK. It has 200 rooms and the battery can last for almost 3 hours a day.
- Research has shown that many customers are recognise the importance and sense of saving energy but are less likely to do so when they are in hotels on the basis that they consider staying in hotels to be a personal 'luxury'.
- Some budget hotels are introducing the idea of 'pay as you go'. If you need a towel, you pay extra for it. If you want to use the TV, you pay extra for it. If you use too much energy, you pay extra for it. It is very similar to some airlines who charge very low initial prices but add all the additional costs on the basis of use and consumption.
- Whilst many 4 and 5 star hotels would like to cut their energy costs, they are based in very old buildings and the cost of fitting new energy systems is far more expensive than introducing these savings in new build hotels.

Issue: Waste Management

Some general things to think about:

- Over 70 billion (seventy thousand million) single use plastic water bottles are consumed annually in the US and Europe alone; National Geographic estimate that a maximum of 20% are recycled. That means that over 50 billion bottles go into landfill or end up in our oceans every year.
- Bottled water is commonly more expensive than petrol. If you buy a 50 cl bottle of water it often costs just under £1 whilst the same amount of petrol currently costs about 60p for 50cl!

Some things to help you in this round:

- It is estimated that each hotel guest leaves about 1Kg of bin waste per night of which more than half is made up of paper, recyclable plastic and glass. In fact about 60% of the waste is recyclable.
- Lots of hotels will automatically include the price of a daily newspaper in the cost of a hotel room. This is often delivered to the door of each customer for them to read when they come down for breakfast in the morning.
- Many hotels provide free miniature products in their guests bathroom such as shower gel, shampoo, hair conditioner, body lotion, small bars of soap as well as things such as single use toothbrushes, razors and shaving foams, combs, sewing kits, shoe polishers, combs, nail files and shoe horns.

Many customers won't use these during their stay but they will take these away with them when they leave!
- In addition to tea and coffee making facilities, many hotels provide still and sparkling bottled water for their customers...either to drink whilst they are in the hotel or to take away with them. In the UK a lot of customers are concerned about whether it is safe to drink the water from the taps, even though it is usually fine to do so!
- Most hotels in the UK now try to recycle the waste that the hotel produces, but the bin waste that the guest produce in their rooms needs to be sorted first and this takes time, effort and is not a pleasant task... so many hotels don't bother to do this.
- Some hotels have started to ask their guests to take their rubbish away when they leave. This particularly happens in places where it is difficult to dispose of waste properly or where it might be bad for the local environment (in mountains or isolated scenic locations).

Student Handouts

The Sustainable Hotel

An Environmental Challenge Scenario

Issue: Reduction of Water Usage

Some general things to think about:

- Customers account for the largest amount of water usage in hotels (38%) followed by the hotel laundry (16%) and the kitchen and food preparation (3%)
- In some countries where there is very little access to fresh water, hotels have invested in machines which take water from the sea, clean it and take the salt out so that it is safe for their guests to drink (in the Maldives and Dubai)

Some things to help you in this round:

- Tap aerators and dual flush toilets can reduce water usage by up to 40%. Tap aerators restrict the flow of water by allowing air to mix with the water or by turning the a flow of water into a mini shower. Dual flush toilets allow you to use more or less water to flush the toilet, depending on whether it is a 'No 1' or a 'No 2'!
- Lots of people like the idea of having a new, fresh towel every day. This is normal practice in many hotels, but very, very few people have a fresh towel every day when they are at home.
- Research has shown that more guests re-use their towels in hotels if they feel that there is a good incentive (i.e. for each towel reused, the hotel gives £1 to a water charity)
- In the USA it is estimated that over 50 gallons of fresh water per towel is saved if hotel guests changed their towels every 3 days for a year.
- In the UK it has been estimated that restaurants and hotels use the equivalent of 100,000 Olympic sized swimming pools of fresh water annually.
- Grey water systems take shower water and basin water and recycle it immediately so that it can be safely used for toilets. Hence the water is used twice before it is flushed away. This is very water efficient, but quite expensive to install.
- A large amount of water is wasted by people leaving taps on while they brush their teeth, or while they wash. There are lots of examples of people who even leave the water taps on when they are not in the room. Sensors can be fitted to taps to turn the water off when a guest is not using it, but they are expensive and some guests don't like the water turning itself off after a short time.

Issue: General Environmentalism

It has been estimated that our planet is home to over 8.7 million species of life, of which human beings are just 1, the rest being plants, animals bacteria etc.

Generally, humans are only now starting to realise that in order to preserve life as we know it, we must look after the planet and not exploit the resources of the world around us.

In the hotel and restaurant industry we encourage people to move away from home and see and experience different places in the world, but in doing this we also have to take responsibility for the resources that we allow our customers to use... and part of this is called 'corporate social responsibility'.

The next generation of people to work in our industry need to be educated to understand this and how we should try to reduce the resources that our guests use when they travel...and this is the responsibility of every employee, whether they are the General Manager, or a Waiter or Chef, or whether they work in Reception, Housekeeping or Maintenance.

This round is to get you to think about how you can help and what we should be doing. Remember a hotel uses power which is brought to the hotel such as electricity or gas...but it might consider using reusable energy.

It uses water...which might be recycled or can be reused for different things.

It buys in lots of supplies...such as food or drinks which come in different types of packaging and might need to come from far away...are there any alternatives or places that you can get the food which is nearer?

You might think of a way of reducing the wastage of heat, power, water or food ... or you may think of a clever way to help the hotel work or do some of the things it needs to do more efficiently.

Within your groups think of a good idea that you think might help a hotel or restaurant and write it down as the best way to reduce the environmental impact of the hotel.

Don't forget though...ideas need to be environmentally beneficial, financially sensible for the hotel and ensure that we don't interfere with the customer experience. These 3 aspects are what we will be looking for when we judge your suggestions!

For more information on
environmental hospitality careers:

www.greenhotelier.org

Edge Hotel School

The Edge Hotel School at the University of Essex provides industry-led tourism, hospitality, hotel and events management degrees with hands-on experience in a real 4* hotel on the campus. We work closely with the hospitality industry to produce future leaders so feel a responsibility to raise awareness of our brilliant industry and provide young people with the information that they need to make decisions about their future.

Find out more about the Edge Hotel School:



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