



S U S T A I N A B L E H O T E L

A E N V I R O M E N T A L C H A L L E N G E S C E N A R I O

AN INITIATIVE BY
THE **EDGE** HOTEL SCHOOL



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.



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...



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

Benefit for the environment

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.





ISSUE: REDUCING ENERGY USAGE

The Housekeeping department (which look after the cleaning 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.

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.





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.



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!



THANK YOU FOR PLAYING SUSTAINABLE HOTEL!

For more information on hospitality careers and education:

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

For more information on environmental hospitality careers:

- ▶ WWW.GREENHOTELIER.ORG

