



Restaurant How-to Guide: Diverting Food Waste

	1.Create a Plan	2.Create a Core Team	3.Select a Hauler	4.Start Source-separating	5.Monitor and Improve
How	<ul style="list-style-type: none"> Choose a goal for your program that is specific and has a time frame. Make a draft plan for how to train staff on the new food waste program. Outline ideas for who to invite to be on your core team. 	<ul style="list-style-type: none"> Select a cross-functional core team by having each major group of employees represented. Convene a kick off meeting to formalize the team. Share the goal and timeline with your core team, and incorporate any feedback they have. Tweak if necessary. With input from the team, solidify your plan for training new staff, including assigning responsibility. Communicate your goal and timeline to the whole staff. 	<ul style="list-style-type: none"> Ask your current trash hauler if they provide organics hauling. Find other haulers in your area so you can compare options.* Request quotes and have a phone call to communicate your specific needs.* 	<ul style="list-style-type: none"> Identify the points where food scraps are currently thrown away. Obtain separate bins for food scraps. Pair them with trash receptacles at each waste point identified.* Label the food scraps bins clearly so they stand out from trash bins. Food scrap bins should be distinct and consistent from the beginning. Show staff as part of training. Meet periodically with core team to get feedback and make adjustments. 	<ul style="list-style-type: none"> Use feedback both for and from staff and positive reinforcement to encourage correct actions by staff. Use the core team throughout this process. Use a visual board to display important metrics and provide a place for staff to write feedback. http://bit.ly/P2IRestaurantProgramBoard Management should utilize a standard work form to track their own tasks and progress. http://bit.ly/P2IRestaurantManagementWorksheet Meet with core team periodically to evaluate how the sustainment is going. Make adjustments as needed. Train current and new staff on the process, articulate expectations. Celebrate wins and reward staff for participation. Work with hauler to adjust number or timing of pick-ups after program is fully established.
Why	<ul style="list-style-type: none"> Keeps everyone on the same page and focused. Establishes the key aspects of the program from the beginning, to avoid confusion later on. 	<ul style="list-style-type: none"> Shows that every groups' input is valuable, allows for different perspectives and suggestions to be heard throughout the roll-out. Core team will act as your eyes and ears during the roll-out. Makes the program official and tells staff you are serious about it. 	<ul style="list-style-type: none"> Comparing services will allow you to choose the best one to fit your needs. 	<ul style="list-style-type: none"> Collecting food scraps separate from trash is a requirement of food scrap haulers. Pairing trash and food scraps bins ensures that the correct option is always available. Conducting a source separation trail allows staff to get comfortable with source separation before starting service with a hauler, but is not necessary. 	<ul style="list-style-type: none"> Holds staff accountable. Shows business support for making program successful. Ensures that program does not fizzle out, but rather sustains itself and improves over time. Allows program to remain strong even with staff turnover.

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When	<ul style="list-style-type: none"> First thing 	<ul style="list-style-type: none"> Establish right at the beginning of the program. Hold meetings on an on-going basis. 	<ul style="list-style-type: none"> After you establish your core team, and everyone understands the program goals and timeline. 	<ul style="list-style-type: none"> Depending on preference, start this when hauling service starts, OR, a set amount of time before hauling service starts. 	<ul style="list-style-type: none"> On-going, for as long as the program is in place. Core team meetings can become fewer and farther between as the program becomes more established.
Tips	<ul style="list-style-type: none"> Incorporate training into established training protocols. Leverage training professionals on staff if they exist. 	<ul style="list-style-type: none"> Include people who seem particularly enthusiastic. Sometimes it is beneficial to include someone who is typically difficult to convert - make them a part of the solution. Keep the team size relatively small (3-5 people). 	<ul style="list-style-type: none"> Ask about any materials they don't accept. Haulers will sometimes provide staff training. 	<ul style="list-style-type: none"> Do not start source separating before confirming the hauling start-date. Staff interest will end if it is not clear when the program will become "official". Make sure the food scrap bin is identifiable from the top as well as the sides. Tape off the floor where bins should be placed. Core team should provide real time feedback to staff. Use signs that show real pictures of food/non-food items to avoid confusion. http://bit.ly/P21RestaurantFoodWasteSignage 	<ul style="list-style-type: none"> Use 'train the trainer' approach to spread out the work of training and increase inclusiveness. Use pre-existing templates for visual aids and standard work form. http://bit.ly/P21RestaurantProgramBoard http://bit.ly/P21RestaurantManagementWorksheet
Example	<ul style="list-style-type: none"> Goal: Divert back of house food scraps by June 2019. Goal: Establish donation program by December 2019. Decided 'wish list' of core team would include at least 1 staff from kitchen, wait staff, bar staff and management. 	<ul style="list-style-type: none"> Core team consists of: 1 line cook, 1 prep cook, 1 waiter/ bartender, and the restaurant manager. Announced 'We are starting a new food waste diversion program'. 	<ul style="list-style-type: none"> Quotes were received from 3 local haulers, 2 of which were competitive. One was finally chosen because they provided food scrap bin washing as part of their service. 	<ul style="list-style-type: none"> Restaurant committed to one hauler, but delayed service start time by 2 weeks to practice source separation. This allowed the staff to familiarize themselves with the process and still have a set start date for the 'real deal'. 	<ul style="list-style-type: none"> Visual aid posted in a central location, its purpose is communicated with all staff, and used consistently. Core team meets once per quarter to discuss program. Management throws staff pizza party the first time contamination level is lower than the previous month. The restaurant decreases number of trash pick-up days from 3 to 2 per week.

*additional resources: <http://nysp21.rit.edu/food>

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