A FoodSave Case Study

Bennett Hay

Bennett Hay offers bespoke support services for hospitality. At one of its legal clients, the operation is a hospitality account in which it serves pre-booked working lunches, buffets and fine dining. With a well-trained team committed to delivering a professional and caring service, Bennett Hay decided to enrol in the FoodSave programme not only to heighten the awareness amongst the kitchen and service team, but to also influence the behaviour of its customers, in terms of the quantities of food they were ordering and wasting. FoodSave highlighted the true cost benefits of reducing food waste, driving momentum across the team to actively engage with its clients and making food waste a regular agenda item at board meetings. Bennett Hay has since been awarded the SRA 2015 Best Food Waste Strategy Award as a result of its proven track record and continued efforts in this area.

The Food Waste Audit

The FoodSave team monitored all streams of food waste using Winnow’s Waste Monitor System, including inventory spoilage, preparation waste, and buffet waste. The team met with Bennett Hay weekly to review the results and identify actions for waste reduction. There was a tremendous commitment from the Bennett Hay management team in engaging with staff to minimise avoidable food waste. In particular, there was an incredible effort to review portion sizes at the buffets and partners’ lunches and to use a more streamlined approach to minimise food waste caused by over-catering.

Reaping the Benefits

Bennett Hay generated a total saving of £7,712 by value and a reduction in food waste cost from 6% to 2% of sales annually. By weight, Bennett Hay saved an estimated 3.4 tonnes worth of food waste annually. During the audit, partners’ lunches were identified as being one of the largest contributors to food waste in the company. Once identified, actions could then be tried and tested to tackle this issue. This resulted in plate waste generating the highest savings during the audit, both by value and weight. It fell from £447 to £130, and 62kg to 19kg after four weeks of monitoring.

Top Tips for Reducing Food Waste

✔ Introduce a booking system for partners’ lunches to replace existing system based on average numbers
✔ Set a minimum number of people for buffet-style lunches
✔ Reduce portion sizes of sandwiches and fruit platters to reflect what customers are actually eating
✔ Maintain strong and clear communication with the client’s office assistants who manage bookings to ensure efficient menu planning and ordering
✔ Ensure staff who manage bookings for hospitality are aware of available menus and trained on how much to order to avoid over-catering

www.foodsave.com

One of our legal clients has totally embraced our food waste initiative and now include a weekly slot in their board meeting to keep the focus on continually reducing their waste impact. We now plan to roll out the initiative across our business to maintain the momentum and focus.

Anthony Bennett
Director Bennett Hay

Savings per year

Reduction in food waste per year

£7,712.00

3.4 tonnes