Module (V)
Trends & Issues in Tourism and Hospitality Industry

29 May 2018
Key Topics

• Current Issues in Tourism and Hospitality

• Sustainable Tourism
  - Sustainable development concept
  - Twelve aims of sustainable tourism

• Tourism and Hospitality Issues induced by Globalization
  - How is the tourism landscapes changed by the flow of people, knowledge and capital?
Key Topics (Cont’d)

• Trends in Tourism
  - Social-cultural and environment aspects
  - How global economy affects the trends in tourism?
  - The surge of LCC induced a growth in tourism activities and a new breed of tourists

• Trends in Hospitality
  - Economic, social-cultural and environmental aspect

• Trends in Food and Beverage Sector
  - Social-cultural and environmental aspect
Introduction to the Current Issues in Tourism and Hospitality

• Tourism and hospitality Industry is fast changing
• Connected to many other Disciplines
• Case sharing:
  - Outbreak of SARS in 2003
  - Tour operators and travel companies are constantly deal with the sudden changes, trends and issues in order to make necessary business adjustments
Activity 1

• Newspaper clipping published in South China Morning Post on 15 May, 2018
• “Where do Bali’s least popular tourists come from? Indonesian locals have a reputation that is hard to shake”

Sustainable Tourism

• The Concept of Sustainable Tourism
  - The most commonly used definition of sustainable development given in the report of the World Commission on Environment and Development (1987)

• *Sustainable development is “a process to meet the needs of the present without compromising the ability of future generations to meet their own needs.”*
Sustainable Tourism (Cont’d)

• The concept has evolved through the plan of action which emerged from the UN Conference on Environment and Development (Rio, 1992), and the plan of implementation from the World Summit on Sustainable Development (Johannesburg, 2002).
Sustainable Tourism (Cont’d)

• Three dimensions of sustainable development are recognized and underlined.
  - Economic sustainability
  - Social sustainability
  - Environmental sustainability
UNWTO’s Definition of Sustainable Tourism

• Make optimal use of environmental resources that constitute a key element in tourism development, maintaining essential ecological processes and helping to conserve natural heritage and biodiversity.

• Respect the socio-cultural authenticity of host communities, conserve their built and living cultural heritage and traditional values, and contribute to inter-cultural understanding and tolerance

• Ensure viable, long-term economic operations, providing socio-economic benefits to all stakeholders that are fairly distributed, including stable employment and income-earning opportunities and social services to host communities, and contributing to poverty alleviation
A clear distinction should be made between the concepts of ecotourism and sustainable tourism.

“Ecotourism” refers to a segment within the tourism sector with focus on environmental sustainability.

The sustainability principles should apply to all types of tourism activities, operations, establishments and projects, including conventional and alternative forms.

Source: UNEP - International Year of Ecotourism 2002
An Agenda for Sustainable Tourism and Its Twelve Aims

1. Physical Integrity
   • To maintain and enhance the quality of landscapes, both urban and rural, and avoid the physical and visual degradation of the environment
Example of Ping Shan Heritage Trail

- The first heritage trail inaugurated on 12 December 1993.
- Links up a number of traditional Chinese buildings within easy walking distance
- Provide visitors with an opportunity to learn more about the traditional life in the New Territories
- If without the support and co-operation of the Tang Clan in Ping Shan, the Trail would not have been possible

2. Biological Diversity

- To support the conservation of natural areas, habitats and wildlife, and minimize damage to them.
An Agenda for Sustainable Tourism and Its Twelve Aims (Cont’d)

• Example:
  - Hong Kong UNESCO Geopark

  - The Recommended Geopark Guide System
    Recommend Geopark Guide (R2G)
    Accredited Geopark Guide (A2G)
    http://hkr2g.net/
3. Resource Efficiency

• To minimize the use of scarce and non-renewable resources in the development and operation of tourism facilities and services.
An Agenda for Sustainable Tourism and Its Twelve Aims (Cont’d)

• Examples of Resource Efficiency
  - Hong Kong Disneyland: Corporate Environmental Policy
    http://hkcorporate.hongkongdisneyland.com/hkdlcorp/en_US/environmentality/overview@name=EnvironmentalityPage.html
  - Push the Talking Trash Can Entertains Guests before the Parade at Disney's Magic Kingdom (US)
    https://www.youtube.com/watch?v=dZnDtZYWlfc
  - Rubbish Bin in HK Disneyland (HK)
    https://www.youtube.com/watch?v=gOuj7nzwSGU
4. Environmental Purity

• To minimize the pollution of air, water and land and the generation of waste by tourism enterprises and visitors.

• Related Examples in Hong Kong, such as:
  - Waste management, water conservation in tourism attractions
  - Green hotels
5. Social Equity

- To seek a widespread and fair distribution of economic and social benefits from tourism throughout the recipient community, including improving opportunities, income and services available to the poor.

- Tourism policies concerning with social equity should seek to benefit disadvantaged people by delivering economic and social benefits to them.

- There are many reasons why tourism is well-placed to reach disadvantaged people, mainly because it is a labour intensive service industry with relatively low entry barriers and an activity that in situ within communities.
An Agenda for Sustainable Tourism and Its Twelve Aims (Cont’d)

Examples:

- Improving job opportunities for the locals in Tai O Fishing Village
- Hong Kong Young Women’s Christian Association
- Tai O Cultural and Ecological Integrated Resource Centre

http://cerc.ywca.org.hk/default.asp
6. Visitor Fulfillment

• To provide a safe, satisfying and fulfilling experience for visitors, available to all without discrimination by gender, race, disability or in other ways.

• Case sharing:
  - Community project - "Developing Accessible Tourism“ by IVE students in 2014
7. Local Control

• To engage and empower local communities in planning and decision making about the management and future development of tourism in their area, in consultation with other stakeholders

• Example:
  - Ping Shan Heritage Trail
An Agenda for Sustainable Tourism and Its Twelve Aims (Cont’d)

Transport

Notes to Visitors:
1. The Ping Shan Heritage Trail is open with the cooperation and support of the residents. Please respect and minimise all disturbance to them.
2. Not all of the historic buildings on the Trail are open to the public and the opening hours of those that are may change from time to time. Please refer to our latest announcements for details.

8. Community Wellbeing

- To maintain and strengthen the quality of life in local communities, including social structures and access to resources, amenities and life support systems, avoiding any form of social degradation or exploitation

- Example:
  - Traffic congestion and noise pollution created by tour groups in the Kowloon City
9. Cultural Richness

• To respect and enhance the historic heritage, authentic culture, traditions and distinctiveness of host communities

• Case sharing:
  - Tai O Fishing Village
10. Economic Viability

- To ensure the viability and competitiveness of tourism destinations and enterprises, so that they are able to continue to prosper and deliver benefits in the long term

- Example:
  - PartnerNet, Hong Kong Tourism Board: Extensive research on visitor profiles and preferences conducted by the HKTB
11. Local Prosperity

• To maximize the contribution of tourism to the economic prosperity of the host destination, including the proportion of visitor spending that is retained locally

• Case sharing:
  - Tai O Fishing Village
12. Employment Quality

- To strengthen the number and quality of local jobs created and supported by tourism, including the level of pay, conditions of service and availability to all without discrimination by gender, race, disability or in other ways.

- Examples for sharing:
  - Many Hong Kong travel agencies are providing better and clear career development opportunities for young people, e.g. Hong Thai Travel Services Ltd., Morning Star Travel Service Ltd. and China Travel Service (Hong Kong) Ltd., ...etc.
Globalization

• “Globalization is essentially a process by which an ever tightening network of ties that cut across national political boundaries connects communities in a single, interdependent whole, a shrinking world where local differences are steadily eroded and subsumed within a massive global social order” (Mowforth and Mundt 1998:12).

• It is facilitated by the rapid movement of people, information, money and ideas around the globe.
How is Globalization felt in the Tourism Context?

- Commodification and trivialization of local cultures
- Americanization
- Homogenization – all cities of the world look the same
- Free flow of money around the world where it can earn the highest rate of return on investment
How is Globalization felt in the Tourism Context? (Cont’d)

• The location of manufacturing shifts to where wages are the lowest at the expense of local people
  - E.g. Souvenir production is an example whereby Australian koala toys are manufactured in China or where coconut souvenirs sold in the Maldives are made in Bali

• Small scale operations are bought out by bigger companies who in turn are purchased by even larger companies

• Most of the economic restructuring is in the interest of big business not in the interest of the public and of the local people
How is Globalization felt in the Tourism Context? (Cont’d)

• The Hilton Hotel Corporation was recently sold to an investment fund that is primarily interested in a high rate of return on its investment for its shareholders.

• Multinational companies such as CNN present consumers with their idea of the “truth” behind the news. They tell us what is important and what is not.

• National Geographic brings the world’s most exotic travel experiences to our living room and we become “armchair travellers”.
How is the Tourism Landscapes changed by the Flow of People, Knowledge and Capital?

• Examples
  – Environment Impacts of Tourism
    https://www.gdrc.org/uem/eco-tour/envi/one.html
    http://tw.traveleredge.com/USNP/Yosemite/
Mass Tourism and Sustainability

• The example of tourism development in Kenya
  • Seemingly, the development of tourism in Kenya has been an African success story
  • The tourist industry in Kenya is the second largest source of foreign exchange revenue followed by agriculture
  • However, as many resorts and hospitality facilities were built in an unplanned manner and in large scale in fragile coastal and marine ecosystems of the country, the quality of its tourism resource declined sharply and rapidly
Mass Tourism and Sustainability (Cont’d)

• In the wildlife parks and reserves, excessive accommodation facilities have been built in important and fragile wildlife habitats (near the breeding grounds or important feeding areas). This destroyed the beauty of the park and threatened the habitats of the animal species.
Furthermore, high concentration of tourists in fragile marine environments has led to problems of overcrowding, trampling, and damage to marine resources such as coral reefs, mollusk shells and marine turtles.

Unplanned mass tourism weakened the quality of Kenya’s tourism product, and the country gradually lost its appeal.
Trends in Tourism

• How global economy affects the trends in tourism?
The Surge of Low Cost Carrier (LCC) induced a Growth in Tourism Activities and a New Breed of Tourists

• Travel patterns
  – The popularity of low cost carriers (LCC), among tourists, and the positive implications of LCC to the travel pattern of tourists during and after the economic hard time
  – LCC offers passengers with less expensive air fares which help tourists sharply reduce tourists’ travel budgets
Travel patterns

- A steady growth rate of tourists in choosing LCC when it is compared with the full-serviced carriers (FSC) as their mode of air travel during economic hard time

- When consumers gone through the recession period, they are looking for more value in their spending, seeking cost saving alternatives and finding more economical ways to travel
The demand for LCC continues to be strong after the recession.

“LCC primarily focused on short-haul routes but they are likely to develop longer haul services in the near future” (Deloitte:2015).
The Surge of Low Cost Carrier (LCC) induced a Growth in Tourism Activities and a New Breed of Tourists (Cont’d)

• It is likely that the hospitality industry going to change rapidly to meet the heavy demand of both short-haul and long-haul services passengers for accommodation

• The section on “Accommodation Sector” will look at the impact of LCC on hospitality as of low-cost carriers are bringing in more tourists to a destination
The Surge of Low Cost Carrier (LCC) induced a Growth in Tourism Activities and a New Breed of Tourists (Cont’d)

• Supplementary Reading:
  – The impact of low-cost carriers on tourism development in less famous destinations
  Author: Lukasz Olipra (2012)
Trends in Hospitality: Economic Aspect

• Disposable income
  - Hospitality industry is heavily affected by economic uncertainty as consumers rely on disposable income to meet their travel need
Trends in Hospitality: Economic Aspect (Cont’d)

Annual Percentage Change in U.S. Hotel Room Demand Growth vs. U.S. GDP Growth (1988-2016E)

Source: International Monetary Fund, PKF-HR
Implications for Types of Accommodation

• Economic changes leading to the development of different types of accommodation:
  - During economic recession, both business travelers and leisure travelers have to reduce their spending in travels. They became more price-conscious travelers, and they looked for cost saving alternatives and found more economical ways to travel such as flying on LCC and staying at budget hotels

• Many travelers prefer select-service hotels that offer a compelling value proposition by providing many full-service amenities at a lower price point
What are Select-service Hotels?

- Select-service hotels are classified by the price factor
  1. Limited-Service
  2. Select-Service
  3. Full-Service
Select-Service Hotel

- A hybrid hotel between a limited-service and full-service hotel. It offers the fundamental of limited-service hotels together with a selection of services and amenities of full-service hotels.
- Select-service hotels have more in common with the limited-service hotels, but specific offering of select-service hotels vary.
Exercise: What are Select-Service Hotels?

Group Discussion
1. Students are required to find a select-service hotel from the internet. Introduce the selected hotel to the class with justification
Or
2. Give a list of specifications of a hotel to students. Ask the students to identify the class of the hotel with justification

Source Hotel Information
Available in hotel official website and booking websites. For example:
• Agoda
• Booking.com
• Hotels.com
Hotel Information
Source: Agoda
**Amenities**

**Key Amenities**
- Check-in: 02:00 PM
- Check-out: 12:00 PM
- Express Check-in
- Express Checkout
- High-Speed Internet Access
- Complimentary High-Speed Check-in
- Complimentary Public Area

**Parking**
- On-site parking, fee: 22 HKD hourly

**Property Details**
- 25 floors, 240 rooms, 5 suites
- 1 meeting rooms, 19 sq ft of total meeting space

**Hotel Services & Amenities**
- Air conditioning
- Alarm clock
- All public areas non-smoking
- Beauty shop
- Bottled water
- Buffet breakfast, fee from
- Cash machine/ATM
- Coffee/tea in-room
- Concierge desk
- Continental breakfast, fee from
- Crib/Play Yard
- Electrical adapters
- Evening turndown service
- Foreign exchange
- Gift/newsstand
- Housekeeping service daily

**Restaurants & Lounges**
- MoMo Café
  - International
  - Enjoy an international selection of cuisine with an Asian accent, in addition to our hot, healthy breakfast buffet & delicious à la carte items served at lunch & dinner
  - Open for breakfast, lunch, and dinner
- Dress code: Casual
- MoMo to do
- Deli

MoMo to Go is a retail and snack kiosk offering freshly prepared bakery and variety of beverages available to “Grab & Go”.

[Learn more](#)
Trends in Hospitality: Social-cultural Aspect

Lifestyle and demographic changes have effects on tourists’ demand for accommodations

• Aging population
  – Senior citizens/ retirement market have more time for leisure travel
  – Travels related to healthcare are increasing
  – Some have physical limitations
  – Prefer food which they are familiar with
  – Less budget due to no income
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Hotel with facilities for elderly
  – More space for wheelchairs
  – Special menu for older customers
Trends in Hospitality: Social-cultural Aspect (Cont’d)

- Multi-generation travel
  - Travelling with family, from grandparents to grandchildren
  - For family reunion
  - Different age groups will have different habits and need
  - Youngers prefer more challenging activities
  - Elderly prefer more health-related activities
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Hotels have programmes for different age groups
  – Challenging activities for youngers
  – Health-related activities for elderly
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Single parent family travel
  – Due to increasing divorce rate
  – Single parents have less money for vacation

• Budget hotels which can take care of the needs of single parent families
  – Childcare and babysitting service
  – Free meals for younger children
  – Sold by rooms instead of headcounts
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Increase in one-child families
  – More significant among the mainland’s tourists because of the government’s one-child policy
  – Children become the most influential in a family

• Hotel with children facilities
  – Kids swimming pool
  – Playground
  – Kids programme
  – Special bedding for kids
Kids Programme Example
Source: Hyatt Regency Hong Kong, Shatin
A Child’s Dream Holiday - Mini Club at Club Med
Source: Club Med
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• More educated customers
  – More experience in travelling
  – More knowledge
  – Higher expectation

• Hotel with high quality products
  – High quality in service
  – High standard in food quality
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Polarization of tourists’ tastes and spending
  – Different budgets
  – Different tastes
  – Some are looking for luxury accommodation
  – Some are looking for boutique hotels

• Hotel targeting different group of customers should find out the needs and wants of their target customers
5.1.6 Polarization of tourists’ tastes and spending

The tastes and spending power of the visitors are getting more diversified. There are visitors who seek for comfort and luxury accommodations, but there are other visitors who are not so well-off but look for budget travel. Some business travelers now turn to boutique hotels, which offer tailor-made service or personalization, instead of the standardized product offered by the hotel chains.

Boutique hotels consist of rooms with special themes and designs when compared with normal hotels.

There is a growing demand for ‘home-stay’ accommodations located in areas that feature cultural and soft adventure activities. On the other hand, there are also more and more budget hotels to cater for the increasing demand of the low-budget travelers.
Trends in Hospitality: Social-cultural Aspect (Cont’d)

- Emigration and homecoming visits
  - Longer length of stay
  - Home away from home
  - Meeting friends and relatives

- Hotel with long staying package
  - Weekly rate or monthly rate
  - Flexible housekeeping service
  - Larger rooms
  - Personalized customer service
Four Generations

1. **Veterans** grew up during the Great Depression and World War II

2. **Baby boomers** were born after World War II, between 1946-1964

3. **Generation X-ers** were born between 1965-1979

4. **Generation Y-ers** were born between 1980-1995/2000
Exercise:
Choosing the Right Hotel

Role Play
You are a travel consultant in the ABC Travel. Your job is to help your customers to choose the right hotel according to their needs. Prepare a role play of a customer booking for hotel accommodation at the Travel Agency.
Exercise:
Choosing the Right Hotel (Cont’d)

1. Students are required to:
   a) interview the targeted customers to find out their needs in accommodation; or
   b) conduct research on the needs of the targeted customers when choosing hotel accommodation

2. Search from the internet for a hotel which meets the needs of the customers

3. Role play the scenario in class
Targeted Customers:
1. A retired couple
2. A family travels with a child and grandparents
3. Single parent family with two children
4. A family from the Mainland China with one child
5. A young executive who travels at least once every month
6. A family travels to Hong Kong on vacation to visit their friends and family after they emigrated to Canada for 10 years
Trends in Hospitality: Social-cultural Aspect (Cont’d)

The general trends of food service preferences owing to demographics and cultural factors

• Veterans
  – prefer food that they are familiar with
  – have become more health-conscious (high blood pressure and diabetes)
  – tend to visit family-style restaurants at reasonable prices
  – restaurants that offer discounts for seniors and smaller portions are appreciated
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Baby Boomers
  – prefer quality food experience
  – consider wine consumption as relaxed activities
  – tend to visit restaurants with family-friendly atmosphere and provide with upscale, formal dining experience
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Generation X-ers
  – concern about branding
  – are willing to spend more on quality wine consumption
  – concern value for money
  – prefer fast food especially hamburgers
  – tend to visit quick-service restaurants and mid-scale operations restaurants that offer all-you-can-eat buffets
Trends in Hospitality: Social-cultural Aspect (Cont’d)

• Generation Y-ers
  – concern about budget
  – prefer fast food
  – have less concern about brands
  – consume wine in special occasions and socialization
  – prefer beer and spirits
  – tend to choose quick-service restaurants such as franchise operations
Trends in Hospitality: Social-cultural Aspect (Cont’d)

The general trends of food service preferences owing to demographics and cultural factors

• With social media, everyone becomes a food critic with their smartphones
Trends in Hospitality: Environmental Aspect

• Waste produced by hotels:
  – Greenhouse Gas (GHG) emissions
  – Waste production
  – Resources consumption (energy and water)
# Environmental Impacts of a Hotel

<table>
<thead>
<tr>
<th>Service / Activity</th>
<th>Description</th>
<th>Main Environmental Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administration</strong></td>
<td>· Hotel management</td>
<td>· Energy, water and materials (mainly paper)</td>
</tr>
<tr>
<td></td>
<td>· Reception of clients</td>
<td>· Generation of waste and hazardous waste (toner cartridges)</td>
</tr>
<tr>
<td><strong>Technical Services</strong></td>
<td>· Equipment for producing hot water and heating</td>
<td>· Energy and water consumption</td>
</tr>
<tr>
<td></td>
<td>· Air conditioning</td>
<td>· Consumption and generation of a wide range of hazardous products</td>
</tr>
<tr>
<td></td>
<td>· Lighting</td>
<td>· Air and soil emissions</td>
</tr>
<tr>
<td></td>
<td>· Swimming pools</td>
<td>· Generation of waste water</td>
</tr>
<tr>
<td></td>
<td>· Green areas</td>
<td>· Pesticides use</td>
</tr>
<tr>
<td></td>
<td>· Mice and insect extermination</td>
<td></td>
</tr>
<tr>
<td></td>
<td>· Repairs and maintenance</td>
<td></td>
</tr>
<tr>
<td><strong>Restaurant/bar</strong></td>
<td>· Breakfast, lunch, dinner</td>
<td>· Energy, water and raw materials consumption</td>
</tr>
<tr>
<td></td>
<td>· Beverages and snacks</td>
<td>· Packaging waste</td>
</tr>
</tbody>
</table>

Source: Graci, 2009
# Environmental Impacts of a Hotel (Cont’d)

<table>
<thead>
<tr>
<th>Service / Activity</th>
<th>Description</th>
<th>Main Environmental Impacts</th>
</tr>
</thead>
</table>
| · Kitchen          | · Food storage  
                          · Food preparation  
                          · Dish washing     | · Consumption of energy and water  
                          · Packaging waste  
                          · Oil waste         
                          · Organic waste (i.e., fruit and vegetable peelings, leftover food stuffs during preparation and after cooking)  
                          · Generation of odours |
| · Room Use         | · Use by guests – air conditioning, lightings, TV, mini-bar services, shower.  
                          · Products for guests' use- in room amenities  
                          · Housekeeping – mainly cleaning products | · Energy, water and raw materials consumption  
                          · Use of hazardous products  
                          · Generation of waste packaging  
                          · Generation of waste water |
| · Laundry          | · Washing and ironing of guest clothes  
                          · Washing and ironing of hotel linens | · Consumption of energy and water  
                          · Use of hazardous cleaning products  
                          · Generation of waste water |

Source: Graci, 2009
Green Hotels

• Common Criteria shared among green hotel certification programs in the areas of:
  – Carbon reduction
  – Energy reduction
  – Water reduction
  – Waste reduction
Sustainability Footprint of a Green Hotel

Source: The Hongkong and Shanghai Hotels Limited, Annual Report 2013
Green Hotels Practices

YouTube videos:
1. Hotels Go Green: Sustainable Design in Hospitality
   https://youtu.be/dImBq3Ungns
2. National Hospitality: 5 Reasons to Go Green
   https://youtu.be/Mt_mJdW87PY
3. URBN Hotels & Resorts Shanghai (Carbon Equilibrium Hotel)
   https://youtu.be/WHUwIHAHqfY (Putonghua)
4. URBN Shanghai
   https://youtu.be/_3TcsNjQdh8 (English)
5. 環保概念風行 飯店、旅行社推綠色旅遊 (Taiwan)
   https://youtu.be/ab6rl2kFPw8
6. 「2013 香港環保卓越計劃」– 卓越環保一分鐘：香港逸東酒店
   https://youtu.be/Wu8gXy9HaqM
Key Words

• Green Hotel
• Environmental Friendly Hotel
• Eco Friendly Hotel
• Carbon Equilibrium Hotel
• 綠色酒店
• 環保概念酒店
Trends in Food and Beverage Sector: Environmental Aspect

• Resources consumption trend in the food and beverage sector
  – GHG emissions in livestock
  – Purchase local food products
  – Adopting sustainable purchasing in the food and beverage sector
  – Establish good practices on energy consumption
Types of Waste Produced by the Food and Beverage Sector

• Food wastes
  – During food preparation
  – Leftover food of a meal
  – Unused food that began to rot
Types of Waste Produced by the Food and Beverage Sector (Cont’d)

• Wastes associated with the food and beverage preparation
  – Papers
  – Cardboards
  – Glasses
  – Mixed plastics and film
  – Metals
  – Organic wastes
Sources of Wastage in the Food Chain Process

• Production of food
• Handling and storage of food
• Processing and packaging of food
• Distribution and marketing of food (restaurants and catering institutions)
Sources of Wastage in the Food Chain Process (Cont’d)

- Consumption of Food (on the table)
  - The main source of wastage from the food and beverage sector, reasons:
    1. Provision of all you can eat menu
    2. Cultural attitudes towards leftover food
    3. Menu planning
The Impact of Wastes upon the Environment

Land
- A large proportion of land was used to grow food that is wasted
- Wasted food was sent to landfill
  - limited landfill space
  - creates odour nuisance
  - generates leachate and landfill gases

Water
- A large volume of water used each year to produce food that is wasted

Air
- Food that is wasted represents unnecessary greenhouse gas emissions
Practices for Reducing Food Wastage

• Purchasing
  – Order raw materials in appropriate quantity
  – Purchase products with minimal level
  – Order food from approved suppliers to avoid delivery of poor quality food

• Receiving and Storage
  – Inspect food quality upon delivery and do not accept sub-standard food
  – Adjust inventory to minimize waste due to spoilage
  – Control storage procedures to prevent spoilage
  – Implement first-in-first-out (FIFO) practice to avoid food waste
Practices for Reducing Food Wastage (Cont’d)

• Cooking
  – Develop daily production plans to minimize over-production of food
  – Properly prepare food to minimize spoilage
  – Make good use of surplus food to minimize food wastage
  – Make good use of surplus raw food materials to minimize food wastage

• Consumption
  – Remind customers to avoid over-ordering
  – Provide fewer varieties or smaller portion-size in a buffet or banquet
  – Provide smaller-portion size to minimize food waste
  – Provide customers environmental friendly take-away containers for left-over food
Food Waste Management Strategy

1. Prevent and reduce food waste at source
2. Donate surplus food for human consumption
3. Recycle to recover energy and nutrients
4. Waste-to-energy treatment of MSW
5. Clean landfilling

Source: 廚餘管理策略, 問題與解決方案 | 環境保護署
Food Waste Reduction Good Practice Guide produced by the Environment Protection Department

Source: Food Wise Hong Kong, Resources

Food Waste Reduction Good Practice Guide for

**Food and Beverage Sector**

Food Wise Hong Kong Campaign
May 2013

---

Food Waste Reduction Good Practice Guide for

**Hotel Sector**

Food Wise Hong Kong Campaign
May 2013
Donating Surplus Food
Videos relevant to Food Waste Reduction

YouTube videos:
1. 惜食香港-廚餘消減活動宣傳短片（完整版）
   https://youtu.be/d6JnfzrUPLY
2. QREMS 「優質餐飲業環保管理計劃」教育短片
   https://youtu.be/fHT78az4Xs4
3. Hong Kong choking on food waste 香港的廚餘危機
   https://youtu.be/WC_Uw5HbRcg
4. 天人合一：惜食
   https://youtu.be/YW0TfcwJ5E8
5. 惜食地球人：零碳食物
   https://youtu.be/nNMwuYyDbYM
6. Food waste problem in Hong Kong
   https://youtu.be/idJ-v0I8Gdo
7. 廚餘全面轉化系統 廚餘變三寶
   https://youtu.be/QHQXSpyI0Ek
Key Words

• Food Waste
• Food Waste Problem
• 廚餘
• 廚餘管理
Good Practices of Reducing Wastes which are Associated with the Preparation of Food and Beverage

• Avoid individually wrapped food items
• Utilize reusable glasses and bottles
• Use reusable plastic containers
• Minimize the use of canned food and beverage
• Purchase products with minimal or reusable packaging
• Provide recycling bins to encourage recycle rather than trash waste
Good Practices of Reducing Wastes which are Associated with the Preparation of Food and Beverage (Cont’d)

• Replace disposable items with reusable ones
• Purchase in bulk with low packaging
• Compost organic wastes
• Collect biodegradable organic wastes
• Choose suppliers that have implemented eco-friendly measures in packaging and delivery
• Prefer products that are recycled, reusable, repairable, biodegradable, recyclable, fair trade and/or eco-labeled
Suggested Activity

Organize Site Visit to Participants of the “Food Wise Eateries Scheme”

(“List of Participating Eateries” can be downloaded from Food Wise Hong Kong website)

• Students are required to study the “Application Guideline” of “Food Wise Eateries” before the visit

• In groups of 5 students, prepare 1-3 questions for the organisation to be visited

• Present the questions, with justification, to the class

• Visit the selected organisation led by module teachers

• Submit a report after the visit
Q&A Session
~ Thank you~