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Challenges & Opportunities Before Indian Business Environment

Control of Waste Food in Five Star Hotels – A Green Hotel Perspective

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ABSTRACT

The paper efforts towards looking at and providing statistics on the consequences of food wastage, opportunities for improvement and the positive impact making a change in our city. It also evaluates the systems and procedures hotels are currently using to fight this ongoing issue. By recycling and composting food scraps it will not only help to reduce the amount of greenhouse gases and improve our air quality, but it would increase profit margins, raise environmental rating levels and make a change for a greener hospitality industry while creating awareness in our community and sensitive environment. Waste management - solid and liquid - is key to pacifying these concerns. But to what extent? According to the Indian Hotel Industry Survey 2004-2005 conducted by The Federation of Hotel & Restaurant Associations (FHRAI) and HVS International, solid waste production is the least monitored environmental issue with the all India average at 30.7 per cent. Five star and five star deluxe hotels monitor environmental issues more closely. Waste is neither an area of concern, nor a segment of focus for a majority of players in the industry, though a small percentile is taking awareness of it.

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1. INTRODUCTION

For the hospitality business, the waste created by day-to-day procedures is an enduring experiment. In addition to incurring the costs of waste disposal, hotels need to also allocate valuable back-of-the house space for

waste to be stored and sorted. There are other concerns as well, namely the health and safety of those coming into contact with the waste, and the noise created by waste compaction and collection. Much of the waste created in hotels is generated from within the kitchen (biological food left-over, wrapping, aluminum cans, glass bottles, corks and cooking oils) Waste is not only created in guest rooms but also in

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public areas, hotel gardens (engine oils, pesticides, paints and preservatives to grass and hedge trimmings) and offices (toner cartridges, paper and cardboard waste). And overhaul and renewal schemes accepted at the hotel contribute further to the waste generated by the property. The waste management system in India is fairly unorganized. The waste management system in India starting with residential waste collection, industrial waste collection and commercial waste collection. When it comes to taking care of the environment, the hotel industry has long considered them to stand apart from other types of businesses. Because of the diversity of functions and staff positions, the endless 24-hour operations schedule, and the immediacy of good service, hotels tend to have a hard time separating recyclable waste from their trash. In recent years hotel owners and management have become more focused on waste management programs.

Waste management - solid and liquid - is key to pacifying these concerns. But to what extent? According to the Indian Hotel Industry Survey 2004-2005 conducted by The Federation of Hotel & Restaurant Associations (FHRAI) and HVS International, solid waste production is the least monitored environmental issue with the all India average at 30.7 per cent. While the breakdown for five-star deluxe and four-star hotels is not available, this category is believed to monitor environmental issues more closely. This brings us to an uncomfortable conclusion that in most cases, waste is neither an area of concern, nor a segment of focus for a majority of players in the industry, though a small percentile is taking cognizance of it. Each year, 475 pounds of food waste is formed by the average person adding up to more than 70 million tons in our landfills. Not only does the waste attract vermin, it emits odors and liquids that are toxic to the environment. As a result, the methane gas generated from the waste is 20 to 25 times more potent than carbon dioxide. Food waste has become a big issue in all types of businesses. We'll evaluate the systems and procedures hotels are currently using to fight this ongoing issue. By recycling and composting food scraps it will not only help to reduce the amount of greenhouse gases and improve our air quality, but it would increase profit margins, raise environmental rating levels and make a change for a greener hospitality industry while creating awareness in our community and sensitive environment.

2. Structure

2.1 Objective

Objectives of this research are:

- 1) To identify the barriers and incentives encountered by hotel waste management stakeholders in relation to separating food waste. This group includes hotel owners, management and staff; disposal facility operators; waste management contractors and governance authorities.
- 4) Estimate the quantity of food waste typically produced by large hotels with restaurant facilities in the context of a meaningful variable such as guest.

2.2 Types of Hotel waste:

Hotel waste comprises of two components, Biodegradable (Wet) waste and Non-biodegradable (Dry) waste. The wet waste comprises of food, vegetable and non veg waste whereas the dry waste comprises of plastic bottles, papers, plastic wrappers, bags etc. The process of collection, transportation, segregation and then transportation back to the godown takes about five – six hours in total, depending on the quantity of waste that the collector has to segregate. Today, the term Ecotel has developed to include properties in less “natural” locations that have invested in improving their “green” credentials. Eco hotel is a term used to describe a hotel or accommodation that has made important environmental improvements to its structure in order to minimize its impact on the environment. The basic definition of a green hotel is an environmentally-responsible lodging that follows the practices of green living. These hotels

have to be certified green by an independent third-party or by the state they are located in. Traditionally, these hotels were mostly presented as Eco Lodges because of their location, often in jungles, and their design inspired by the use of traditional building methods applied by skilled local craftsmen in areas, such as Costa Rica and Indonesia.

2.3 Methodology

Descriptive research was adopted

Research Methods

I will prefer interview and filling of questionnaire to ensure and encourage frank responses to the questions. While framing a questionnaire I will try to list a series of questions, which can provide me the needed information. For study purpose I also keep in mind the respondents understanding capacity, ability to recall the information and his experience limits. I will not include those questions, which can have misconceptions and promote non-co-operation.

2.3.1 Method of data collection

For getting the results of my research I used method which is questionnaire method that is under primary data

2.3.2 Review of literature

When staying at hotels, the average guest produces 1 kilogram of waste per night of stay. Multiply that by the number of hotels and guests around the world and the total amount of waste is overwhelming. Considering how some hotels are situated in a busy city center, where space is limited. Very small remaining areas are left for back of house staff to dispose and sort waste. This report focuses on the techniques of waste disposal which can be taken up by hotels and other institutions

Kitchens

Kitchen staff are responsible for the preparation, cooking and decoration of food for serving to the guests. They are responsible for ordering adequate amount of fresh food and storing it in a proper way.

3. Energy Management

The energy used in kitchens in a hotel, ranges from 15-25% of the property's energy consumption because the kitchens contain many energy-consuming appliances and equipment. This can be the highest departmental cost in the entire hotel.

- Use the cheapest energy source for cooking. For e.g. gas is much cheaper than the cost of electricity;
- Reduce “peak loading” by scheduling equipment run times;

Do not preheat steam tables, grills and broilers and if you must preheat, 10 to 30 minutes is adequate, depending on the appliance and desired temperature

Water Conservation

- Faucets
- Check for leaks and worn gaskets;
- Adjust flow valve to reduce water flow;
- Install a flow restrictor to limit maximum flow rate to 2.5 gallons per minute or a 2.5 gpm faucet aerator, maximizing flow efficiency by increasing airflow to steam;
- Consider infrared or ultrasonic sensors that activate water flow only in the presence of hands on some other object;
- Install pedal-operated faucet controllers to ensure valves are closed when not in use.
- Promote dry clean up

4. Management of Hotel waste

In case of large four and 5 star hotels, the hotel waste is disposed off directly by the hotels through corporation or through private contractors to the dumping ground. Corporation provides a service. As per the observations of the hotel waste generated by hotels, around 70 to 75 % of the hotel waste is biodegradable and gets mixed with all the other type of waste when dumped at the collection spots. Also the waste which is collected directly by the corporation or private contractors gets mixed with all the other type of non-biodegradable waste at the dumping ground of directly lifting hotel waste from the small hotels in some wards.

4.1 Waste Reduction

Waste reduction includes all actions taken to reduce the amount and/or toxicity of waste. It includes waste prevention, recycling, composting and the purchase of products that have recycled content or produce less waste. Benefits of waste reduction:

- Savings through reduced purchasing cost
- Reduced waste disposal costs,
- Reduced energy consumption and pollution
- Conservation of natural resources

4.2 Recycling

Recycling is the process by which materials, otherwise destined for disposal, are collected and used as raw materials for new products.

There are three steps in recycling:

- Collecting the recyclable components of solid waste.
- Processing and manufacturing them into reusable products.
- Purchasing and using the products made with reprocessed materials.

4.3 Benefits of recycling

- reduces hotel waste disposal costs by diverting materials from the landfill,
- possibly provides revenues through the sale of recyclable materials,

Demonstrates a hotel's commitment to environmental protection to guests, businesses and employees.

5. Conclusion

After the completion of the project we learned the importance of

conservation of environment as we are very much aware that our valuable environment is depleting and degrading day by day by the exploitation of human beings to satisfy their needs for luxury and status. It's high time for us to realize its importance for our well-being and should develop various eco-friendly ways and techniques for its conservation.

For a hotel to change its traditional ways of operating takes time and the ability to look past the expectation that if something is sustainable is will be more costly and will have a slow payback rate. A hotel can begin its green hotel process by something as simple as setting out recycling bins or asking guests to turn off the lights in their rooms when they leave. The staff may ask guests if they would like their room to be cleaned daily if their stay is longer than one day. These steps are simple, and are less costly than many other green approaches, and they do make a difference in developing a green hotel. A very important factor in becoming green is to realize that, while some steps may be small, none are insignificant.

Another suggestion and important step that green hotels are taking across the globe is to set up monitoring systems and standards for each area of the hotel. This system may be used for monitoring water, energy, or solid waste areas. This can be very useful if, for example, a hotel wanted to see where the most energy was being used in the facility. The hotel can target the lighting in those areas where the energy use is highest. Then they might set a goal of lowering their energy use by 20% over a one year period, or replacing the current lighting fixtures with compact fluorescent lighting. Setting goals and targets and monitoring results are great tools for observing your progress in energy use as well as your declining energy costs.

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