

# SUSTAINABLE SERVICE

YOU CAN MAKE A BIG DIFFERENCE

FOOD AND BEVERAGE DEPARTMENT



## POLICIES AND ROUTINES

- Reduce loss of cold air by using strip curtains for walk-in cold stores
- Reduce need to access walk-in freezers with an access control program
- Maximise refrigeration efficiency by keeping the condenser coils clean
- Inspect cold store door seals weekly for fitting and ice build-up
- Compost food waste on the hotels grounds where possible
- Avoid disposable plates, cups, cutlery, lunch boxes, place mats, aprons and hats
- Avoid single-portion packages of condiments, jam, butter, etc. if you are able to provide an hygienic alternative
- Restrict output flow of taps to 10L per minute using aerators or flow restrictors
- Add trigger nozzles to hoses
- Collect separately the recyclable items generated, such as cardboard, plastic, glass, metals, used cooking oil, fruit and vegetable waste
- Use vendors who supply their products in returnable containers and crates

## SAVE ENERGY AND WATER DAILY

- Turn off kitchen and restaurant equipment when not needed (fans, burners, ovens, fryers, plate warmers, coffeemakers, toasters)
- Turn off restaurant lights and adjust heating / cooling between meal services
- Use dishwasher for full loads only
- Turn off lights in walk-in cold stores when not in use
- Don't let taps run unnecessarily
- Use a bucket and mop, rather than a hose, to clean floors
- Thaw frozen food in fridge (not under running water)

If you are unsure of what to do, please ask your supervisor or head of department

# CARING AND KEEPING

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## HOUSEKEEPING POLICIES

- Introduce a towel reuse programme and change the bed linen every 2 – 3 days or introduce a system to invite guests to reuse bed linen
- Encourage reuse of pool / beach towels
- Make sure you know about waste reduction opportunities and their savings
- Move towels and linen in cloth bags or baskets, rather than in plastic bags
- Return clean guest laundry in reusable bags or baskets, rather than in plastic bags
- Choose garbage bins that do not use disposable liners
- Do not deliver newspapers to guest rooms in disposable bags
- Avoid using envelopes for non-confidential guest communication
- Use refillable amenity dispensers in guest bathrooms

## GUEST ROOM SERVICING

- Turn off lights and TV
- Turn off or adjust heating / cooling to 26°C when cooling or 18°C when heating
- Leave sheers fully closed and curtains 3/4 closed
- Replace disposable garbage bin liners only when soiled or damaged
- Only replace partially used amenities on check-out
- Check for malfunctioning toilets, excessive water flows, leaking plugs and poorly fitting windows or doors
- Report leaks and malfunctions immediately for prompt repairs
- Clearly display any towel reuse or linen change notices
- Replace the towels / bed linen in accordance with the reuse / change policies
- Collect the recyclables from guest rooms separately (paper, cans, glass, plastic)

If you are unsure of what to do, please ask your supervisor or head of department

# MAINTAIN AND SUSTAIN

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MAINTENANCE DEPARTMENT



## TOP TIPS TO TAKE ON BOARD

- Monitor the property's water and energy consumption per guest night (pax)
- Use low-flow showerheads that consume 10L per minute or less
- Use flow restrictors or controllers to limit the output of inefficient showerheads
- Ensure taps consume no more than 6L per minute in bathrooms and 10L per minute in all possible work area sinks
- Limit the output of inefficient taps by using aerators or flow restrictors, or by partially closing their shut-off valves
- Inspect and provide preventative maintenance to all toilets quarterly
- Ensure toilets flush properly and are free of leaks and problems
- Train housekeepers to identify common maintenance problems (toilet leaks)
- Use an energy management system to turn electricity off in empty guest rooms
- Use energy-efficient lamps (compact fluorescent lamps, fluorescent tubes or LEDs) in all possible areas and avoid excessive lighting
- Use timers, occupancy sensors and photocells to keep lights and equipment on only when they are needed, or train staff to switch lights and equipment off when not in use
- Design efficiency into all new constructions and refurbishing projects
- Backwash pool and spa filters in accordance with manufacturer's instructions

If you are unsure of what to do, please ask your supervisor or head of department

# YOU CAN MAKE A BIG DIFFERENCE

WE WORK ALONGSIDE THE TRAVEL FOUNDATION TO CARE FOR THE PEOPLE AND PLACES YOU LOVE TO VISIT, TODAY AND IN THE FUTURE.



Sustainable travel means protecting the natural environment and ensuring that local people benefit from your visit. This hotel takes simple but effective steps to reduce the consumption of energy and water during your holiday. We are also working with local communities to help them benefit from your visit. For example, by providing opportunities for you to buy authentic crafts or other local products and services to make your stay special.

## HOW YOU CAN HELP

- Buy locally produced food and drinks
- Choose locally made crafts and souvenirs
- Check that excursions use local suppliers so your money goes into their pockets
- Take short showers (instead of baths) and use water sparingly
- Reuse room towels and beach/pool towels, rather than have them replaced daily
- Avoid using air conditioning whenever possible, especially when windows and doors are open
- Turn heating off when not required or when windows and doors are open
- Switch off the lights when leaving a room and turn off the TV (don't leave it on standby)
- Reuse plastic bags and take used batteries home
- If you purchase bottled water, buy large 2L or 5L bottles to reduce the number you buy
- Ensure that you place all empty bottles in a recycling bin
- Get closer to people and places by using public transport, bicycles and walking
- Please respect the local culture and any dress codes as appropriate; check with us if you are unsure
- Please don't buy products made from endangered plants, wild animals or habitats
- Please don't have your photograph taken with 'wild' animals - they are taken from the wild when young and mistreated or killed when too difficult to handle