



Food Retailer and Food Service

SHORT NAME
FOO



OCCUPATION

Owner

INDUSTRY

Gourmet food retail store with a restaurant

NUMBER OF EMPLOYEES

35

OUR FOOD WASTE

- ▶ packaging
- ▶ food with use by dates
- ▶ damaged produce



FOOD WASTE IN MY BUSINESS

Our retail store produces a lot of food waste in comparison to our restaurant and the amount of packaging we throw away is a real concern. We receive product in cannisters, metal drums, pallets, bulk bags and shippers and every kind of version of materials imaginable. Also the packaging of fresh produce creates waste - once we package and label it, and if it doesn't sell by the used by date we have to remove from the shelves. So, packaging versus non-packaging of fresh produce especially makes a difference to us.

Then there is the problem of damaged produce we receive from our suppliers. Last week I had to reject a pallet of tomatoes that had come in, and rightly so as they were brown and squishy and I couldn't sell them in the retail store or use them in the restaurant. I'm pretty sure the farmer did not send them to me like that so that loss must have happened in the supply chain.

CHALLENGES

- ▶ customers
- ▶ cost of waste
- ▶ how to measure?

OUR FOOD WASTE CHALLENGES

In retail, we have to be able to provide what customers want, for example, the perfect carrot or fruit all year round even when it's out of season. All this creates unnecessary waste. I am sure once we would be absolutely horrified by what we actually waste and how much it costs us.



WHAT CAN WE DO?

- ▶ new markets?
- ▶ new products?
- ▶ food charities?



TRAINING NEEDS TO BE

- ▶ practical
- ▶ flexible
- ▶ interactive

IMAGE



I've heard of other retailers measuring food waste by putting products under a damage code so they could see what sorts of food are getting wasted more often. We should probably do this too but I am just too busy running my business to even think about it.

NEW MARKETS FOR OUR WASTE

We make fresh juices every day in both our retail store and in our restaurant and we have so much fruit peel and pulp. I've tried giving it away but no one wants it. I should think outside the square of what could be done with it as it doesn't have to be another food product but I just don't know where to start or where to go.

It's just easier sometimes to send food waste to food charities but if this requires additional packaging requirements it's not worth it as costs us money.

OUR EMPLOYEES

Many of our staff have not embraced that preventing food waste has to be part of their job. Staff just don't see the food waste. Perhaps I should put this in their job descriptions and have KPIs? I need to think about what training I could put in place to help them understand or take some ownership around how to reduce our waste.

The staff in the kitchen are great though. They value-add where they can.

TRAINING

Training has to be hands-on and relevant to jobs. I need to think about the best way to offer training as online training is really flexible but working and sharing information with others is really useful. Can we design training that provides flexibility and some face to face time with others?

For me, I like training with others from the food sector. I can learn so much from others and always come away with ideas that might work in-store or in the restaurant.