

SUCCESS STORY: Reducing Food Waste

The Hallmark Resort



The Hallmark Resort in Newport opened in 1976 to breathtaking ocean views from almost every angle. Its restaurant, Georgie's Beachside Grill, overlooks the coast, offering one of the best dining, banquet and catering experiences in the region.

After decades of serving delicious, locally inspired seafood dishes, the restaurant has taken a stronger approach to preventing food waste. The Resort's Director of Catering, Beki Hueth and Executive Chef Alfredo Cacho, engaged their staff to implement a number of prevention strategies. As a first step, the team placed clear plastic bins in the kitchen and in the dish area to measure how much food was lost during meal preparation and how much was left on guests' plates after a meal. Separating food waste in these key areas allowed staff to see what was wasted and where it was wasted in order to identify opportunities for improvement and set goals.

Georgie's shifted to smaller plates, which reduced portions and the amount of food customers left uneaten. They used spreadsheets to measure buffet production

and analyze demographics of private events to customize portion sizes.

Labelling processes in the kitchen allowed back-of-house staff to track and utilize ingredients on a first-come, first-serve basis to prevent spoilage. And in the dining room, customers selected how much bread, if any, they want.

Throughout the process, staff have been inspired to see their efforts yielding results. Beki Hueth noted that staff engagement was easy and said, "Seeing how much food is wasted by utilizing the clear plastic containers is really eye opening to people and is very beneficial in helping see trends in what items, especially in plate waste that are coming back from the tables, and maybe those are things that you need to address in the engineering of your menu."

Food Waste Stops With Me

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Food Waste Stops with Me is a collaboration between Metro, the Oregon Restaurant & Lodging Association, the Oregon Department of Environmental Quality, as well as city and county governments to help food service businesses reduce food waste.