

TEAM JAGO

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During the interview with Denny Gunawan (Executive Chef) and Munwar Basha (General Manager), 3 main challenges for the hotel were stated related to the following stakeholders:

1. Sheraton Grand is NOT tracking nor analyzing their current food waste || **SH:** stewarding, executive chef
2. Staff awareness about food waste and preventing it at the Sheraton Grand is low || **SH:** employees, HR, executive chef and General Manager
3. The buffet restaurant Anigré is throwing away food from their breakfast buffet || **SH:** executive chef, guests, DOFB, buffet staff

'WE NEED TO KEEP IT LOW!'

On Wednesday the 9th of August, team JAGO had the honor to visit the Sheraton Grand, part of the Marriott family, in the city center of Jakarta. The IN2FOOD project 2023 challenged us to dive deeper into the food waste management of the hotel, by doing observations behind the scenes and interviewing staff. The goal of our team was to find out the main challenges and difficulties the hotel is facing in their process of fighting food waste. To reach this goal, we did research beforehand on the hotel itself, its most significant stakeholders and food waste management in general in Indonesia. Together with team 8 who joined us, we divided rolls with the aim to make the visit as useful and efficient as possible, and to make sure everyone could focus on different aspects.

[click here to watch the video!](#)

https://www.youtube.com/watch?v=nQkb8UhcTLw&ab_channel=AlexBryan

During the interview, we wanted to gain deeper insight about the root causes of the problems. The General Manager and Executive Chef mentioned several causes for the problems they are facing: firstly, food tracking takes a lot of **manpower** and is **time-consuming**. Staff awareness has to do with **cultural differences** and the aim of the Indonesian staff to put people first: they rather give them something 'fresh' than something already used. Waste at the buffet happens due to the fact they find it hard to **forecast** the amount of guests, and they struggle with **expiring food** after 2 hours of being exposed outside of the fridge. Lastly, they find it important to satisfy the wants and needs of the guests with enough food.

