

## **<Introduction to Ritz-Carlton Pacific Place Jakarta**

The Ritz-Carlton at Pacific Place, where luxury and sustainability harmoniously unite to address one of Indonesia's pressing challenges - the issue of food waste. Nestled within the prestigious Pacific Place complex, this exceptional hotel not only offers a haven of elegance while demonstrating a strong commitment to minimizing its environmental footprint.

The hotel's approach extends to its culinary offerings. With a focus on reducing food waste, the hotel's dining establishments craft menus that champion sustainable sourcing and mindful preparation. From innovative interpretations of local flavors to international delicacies, every dish is created with a dedication to minimize waste while maximizing flavor, one bite appetizers "amuse-bouche" is one of their initiatives to reduce food waste.

The Ritz-Carlton's ballroom is the largest in Jakarta and second largest in Indonesia. It can accommodate up to 9.000 people and with a total of 62 rooms they offer the buffet and fine dining. Imagine how many ingredients that they used and how much food they served and left uneaten because of the complexity of the guests' request in their plates.

Ritz-Carlton Jakarta, Pacific Place already has a system to tackle food waste but their system also has flaws and it's our job from team 10 to try and find the solution.



### **The problems**

**The food volume in buffets is difficult to evaluate and customers expect a lot in a luxury hotel.**

**In the kitchen, overproduction and quality differences emerged in the interviews. The chefs try, however, to turn some surplus food into candy for example.**

**In the end the hotel has to make profit. Being sustainable shouldn't have a negative effect on customer performance. Due to this, the goal is to come up with a solution that is easily implemented.**

### **The causes and conclusion**

**Buffet food waste is caused by unpredictable demand and customers' low awareness on food waste issues.**

**Overproduction is related to challenge in optimizing food volume in large events. The quality variance comes from differences between vendors.**

**In conclusion, the causes for food waste are require several solutions. In this project we will concentrate on one significant issues and pursue finding a solution.**

Link to the video:  
[bit.ly/IN2FOOD-TEAM10](https://bit.ly/IN2FOOD-TEAM10)



### **Key stakeholders**

- Kitchen staff
- Management
- Hotel staff