

# HOTEL, MOTEL, RESORT, AND CASINO WASTE REDUCTION



## Thurston County Solid Waste

Waste reduction, the combination of waste prevention and recycling efforts, makes good financial sense. In addition to financial advantages, waste prevention benefits the environment, benefits society, and your company establishes itself as a good community citizen, providing immeasurable, lasting rewards.

# Hotel, Motel, Resort, and Casino Waste Reduction

## TIPS FROM THURSTON COUNTY SOLID WASTE

**Waste reduction begins by understanding what is being purchased, how goods are used, and then is put to use by finding ways to eliminate, reduce, reuse, and recycle materials. A good strategy is to target the largest components in the waste stream, and implement the easy waste reduction steps first. Below are some ideas to help you identify waste reduction opportunities at your business.**

### WASTE PREVENTION

#### Waste Reduction Plan

- Have a common goal: to reduce the amount and toxicity of products used.
- Appoint a waste reduction coordinator.
- Form a committee of employees representing each operational area.
- Perform waste evaluations and examine purchasing and disposal costs.
- Establish a budget for supplies, project labor, and educational and promotional materials.

#### Laundry & Housekeeping

- Return laundered clothes to guests in reusable garment bags or baskets.
- Offer plastic wrap for dry cleaned clothing only upon request.
- Eliminate cardboard backing for laundered shirts.
- Dye stained towels a darker color for reuse at the pool or beach, or use as cleaning rags.
- Extend the life of draperies by rotating and changing their exposure to the sun.
- Install mixing stations to reduce chemical spillage. Educate staff how to mix liquid concentrates to ensure safety and save money.
- Use refillable pump spray bottles instead of aerosol cans.

- Clean and reuse dust-mop heads.
- Use reusable vacuum cleaner bags.

## Guest Rooms

- Offer rarely used items such as shower caps, sewing kits, and the daily newspaper on request.
- Give guests the option to reuse linen and towels.
- Post educational fact cards by the American Hotel and Motel Association in each guest room to inform guests of the environmental benefits of reusing towels and linen.
- Install refillable shampoo and soap dispensers in the bathrooms.
- Replace disposables, such as complimentary cups, with reusables.
- Wait to replace half-used toilet paper roll and tissue boxes until they are almost completely used. Leave new rolls and tissue boxes for guests to replace if needed.
- Instruct housekeeping to leave half-used items for the duration of the guests stay.
- If half-used items must be removed, place them in employee restrooms or donate them to charity.
- Do not remove "gift" amenities from the room after a guest departs unless the seal on the package is broken. Leave them for the next guest.
- Eliminate the use of plastic liners in ice buckets.
- Eliminate the use of paper doilies and paper tray covers.

## Food Service

- Plan menus so that fresh ingredients are interchangeable among recipes. This way, produce and other perishable foods can be used up in different recipes and are not wasted if guests order less of a particular dish.
- Reassess portion sizes. Customizing portion sizes may require buying uncut foods (including meat, produce and other products) rather than buying foods that are already cut-to-size and ready-to-use.
- Offer guests the option to order half-portions.
- Use scraps left over from food preparation to make soups and stocks.
- Arrange for a renderer to collect and recycle cooking fat, grease, and bones.

- Install filters to prevent food particle contamination to extend the life of deep frying cooking oil.
- Use reusable plastic lids to cover food in coolers and steam tables.
- Replace individual condiment packages with bulk dispensers in restaurants and employee cafeterias. Review health regulations first.
- For take-out orders, offer condiments, napkins and straws upon request instead of allowing customers to help themselves.
- For employee cafeterias and room service delivery, replace disposable items with washable, reusable plates, trays and utensils.
- Use washable hats and aprons for kitchen staff instead of disposable paper ones.
- Use spun glass pads for scrubbing pots and pans instead of steel wool scouring pads. They last longer and do not rust.
- Avoid using cellophane wrap for fruit baskets and gifts delivered to guest rooms.
- Install a magnet on food waste containers to recover flatware accidentally thrown away with food waste.

## Beverage Service

- Use fountains to dispense soda.
- Offer draft beer.
- Purchase milk in large (five gallon) plastic dispenser bags, rather than buying milk by the gallon or in difficult-to-recycle coated cardboard cartons.
- Serve milk from steel dispensers.
- Use refillable beverage containers, such as carafes, especially for room service and in restaurants and bars where collection of empty bottles is easily controlled.
- Replace cocktail napkins with permanent coasters at dining room tables and bars.
- Use reusable metal or nylon coffee filters.

## Purchasing

- Request that vendors minimize packaging – chicken, fish and vegetables are often packaged in waxed cardboard, ask your vendors to pack in a reusable or recyclable container.
- Work with vendors to substitute toxic cleaners with non-toxic alternatives, buy a more concentrated product and have the product refilled at the factory.

- Look for a local supplier; product delivery will be simpler, more energy efficient, and require minimal packaging.
- Purchase and maintain durable supplies.
- Avoid produce that is packaged and has stickers. These are wasteful and time consuming to remove.
- Establish purchasing guidelines to encourage waste prevention (durable, concentrated, reusable, high quality).
- Centralize purchasing to eliminate unnecessary purchases and ensure that waste reduction purchasing policies are followed.

### General Tips

- Change lighting from incandescent to fluorescent. Fluorescent bulbs last much longer and will save in disposal costs and employee time.
- Order only as many telephone directories as the number of rooms and phones.

### Overstocked & Surplus Items

- Get rid of unwanted items, but remember another business might be able to use them.
- Advertise surplus and reusable waste items through a commercial waste exchange.

### Equipment

- Rent instead of buying equipment that is used only occasionally.
- Invest in equipment that facilitates waste prevention such as:
  - High quality
  - Durable
  - Repairable equipment
  - Copiers and printers that make two-sided copies
  - Modem cards
  - Folders/sealers
- Institute maintenance practices that prolong the life of copiers, computers, and other equipment.

- Reclaim reusable parts from old equipment.
- Use refillable or refurbished fax and printer cartridges and other office supplies like pens, etc.
- Sell or give old furniture and equipment to employees or donate it to a local charity.
- Use retreaded tire on company vehicles. Rotate tires on a regular basis to prolong tire life. Keep tires properly inflated; this saves energy and improves wear.
- Install reusable heating, ventilation, and air conditioning filters.
- Purchase products that do not need batteries or do use solar energy, such as manual pencil sharpeners, staplers, and solar calculators.
- Use rechargeable batteries where practical.
- Use hand blowers or cloth towel dispensers in common bathrooms, or purchase recycled and unbleached paper towel rolls.

## RECYCLING

### General Tips

- Use clear and consistent signage. Pictograms are a good idea since most workplaces have a culturally diverse workforce.
- Educate employees about recycling policies and procedures, especially if there are changes or updates.
- Update employees with results of waste diverted or goals attained through recycling.
- Provide a recycling depot or in-room recycling for guests. Include signage in rooms and at recycling stations to inform guests how they can participate.

## COMPOSTING

### Food Service

- Contact your waste hauler about collection service for food scraps, food-solid paper, and yard debris that can be commercially composted.
- Consider using compostable flatware and food containers when you cannot use durable dishware.

## OUTREACH

## Internal

- Keep employees informed and involved – provide regular updates to employees and management about waste reduction efforts. Everyone likes to hear a good word, and employees need to know that their commitments help achieve program goals. Positive communication and employee recognition (via newsletters, email announcements, recognition events) are critical to long-term success of waste reduction programs.
- Allow people involved with your business a chance to suggest ways to reduce waste. Consider operating a suggestion system that offers recognition for good waste reduction ideas.
- Have an annual employee training workshop to keep employees informed about reuse and recycling policies and procedures.
- Train new employees. Let them know they are expected to use resources carefully and to fully participate in waste reduction programs. Explain how to prevent waste and how to recycle materials.

## External

- Let the public know about your waste reduction efforts. Send news releases about your efforts to local papers, and trade and environmental publications.
- Join the Environmental Protection Agency's (EPA) WasteWise program. The WasteWise program is a free program open to businesses, schools, local governments, and non-profit organizations of all sizes and from all industry sectors. WasteWise helps to meet goals to reduce and recycle municipal solid waste and selected industrial wastes. By participating in WasteWise your business can:
  - Reduce purchasing and disposal costs.
  - Access a toll-free helpline for technical assistance.
  - Receive an Annual Climate Profile describing greenhouse gas reduction.
  - Obtain public recognition in WasteWise publications, case studies, and meetings.
  - Network in member and regional forums.
  - Receive WasteWise Awards that recognize outstanding achievements.
  - Acquire outreach and educational materials.

**For more waste reduction ideas and assistance visit the “Business Waste Reduction” link of [www.ThurstonSolidWaste.org](http://www.ThurstonSolidWaste.org) or call (360) 867-2491**