

The Manor House seeks savings with Sunday service



Key facts

- Plate waste was significant at 63g/ cover (65% of waste). Changing customer attitudes to not over filling their plates was key to reducing this waste.
- The Carvery was singled out as a priority waste area as joints were required throughout the day and often created unnecessary leftovers.
- Specific salad ordering considered.

Baseline data*:

Food Waste = 69g/ cover

Food Waste Cost = 8p/ cover

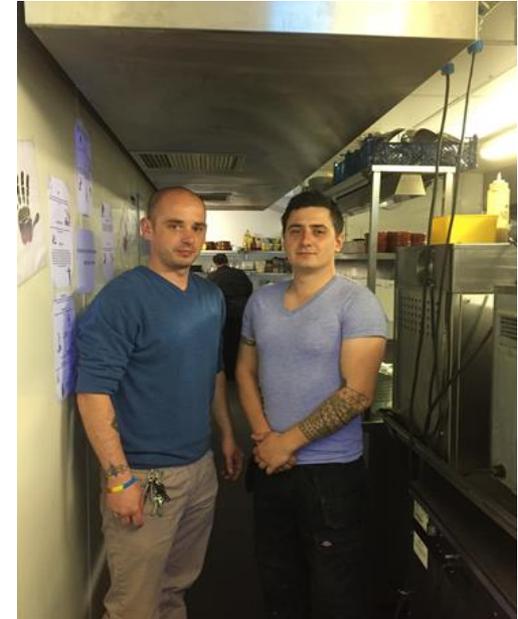


Summary

The Manor House at Lydstep, near Tenby, is a very busy and successful pub in a beautiful setting that attracts hundreds of diners during peak hours. Plate waste as a percentage is a significant issue here, making up the vast majority of food waste in the pub's very popular Sunday lunch service.

Brothers, General Manager Gareth Scarfe and Head Chef Darren Scarfe embraced 'Your Business is Food; don't throw it away' and were very eager to see what food waste reduction measures could be put in place to help reduce waste and increase monetary savings.

The established Sunday carvery practice offered every type of roast meat and all vegetables throughout the day, but produced large amounts of leftovers. As a result of measuring the waste (Step 1), an Action Plan (Step 2) was developed which included a 'first come, first served- when it's gone, it's gone' policy to minimise carvery leftovers. The carvery also planned to introduce a new booking practice to track orders to better pinpoint how much food should be prepared.



Brothers, General Manager Gareth Scarfe and Head Chef Darren Scarfe

"Seeing the amount of food waste really helped us to understand that we needed to take action. Your Business is Food helped us to start to tackle this by working with staff and customers to make changes"

**Manor House General Manager
Gareth Scarfe**

*Based on Your Business is Food 3 day tracking calculator

A lot on their plate

With nearly 300 potential covers, demand can be great and service busy. All practices must match a highly efficient business setting and be very customer friendly. As part of Your Business is Food, staff trialled reduced portions on side dishes to reduce daily menu chip wastage.

Following the Your Business is Food intervention changes to carvery practice are planned. Previously the kitchens produced a constant supply of every type of roast meat and all vegetables throughout the day until all customers were fed. This resulted in the widest customer choice but produced large amounts of leftovers that, for a variety of reasons, including post-freezing quality and allergen concerns, could not be used as ingredients in future dishes.

Staff raised some business concerns over doggy boxes, worried that customers would not follow recommendations over proper refrigeration or consumption dates. The pub hopes to address this through improved communication with customers.

Key Outputs

During the monitoring period, plate waste was by far the largest contributor to food waste output. In addition, 16kg of 'other' carvery waste (leftovers) was recorded on Sunday (Day 3). Before the Your Business is Food materials were introduced, the Manor House threw away nearly £40 in food waste every Sunday. The low preparation waste values are attributable to the buying of quality, pre-prepared frozen ingredients to minimise preparation time in the very busy kitchen. Spoilage waste was also very low, demonstrating good back-of-house practices.

The total food waste cost came to £83.22 over the three-day monitoring period.

Traditional Pub: Progressive Practices

Since trialling Your Business is Food, The Manor House carvery has now updated its booking system to display the number of covers ordering so that the kitchen has a more accurate picture of how much food to prepare. A good range of meats is available but the introduction of a 'first come first served' carvery policy has reduced leftovers significantly.

Salads are now offered and ordered individually rather than plating up automatically, preventing unnecessary kitchen preparation time and food wastage.

Food Waste Monitoring

	Day 1	Day 2	Day 3
Prep	0.25kg	0.75kg	0.75kg
Plate	12kg	19kg	15.5kg
Spoilage	1kg	0kg	1kg
Total Waste	13.25kg	19.75kg	17.25kg

Table 1: Accumulated food waste weight over three-day monitoring period

Food Waste Cost Calculator

	Day 1	Day 2	Day 3
Total Cost	£15.48	£23.07	£20.15

Table 2: Real monetary value of food waste weight

Meals Served

	Day 1	Day 2	Day 3
Meals Served	145	341	247
Grand Total			733

Table 3: Total covers during monitoring period

Seek out your own savings

The Manor House used the Your Business is Food 3-day tracking sheet and calculator to give them some initial insights as to how much the food they were throwing away was costing their business.

For even more insights and detail, you could use the 7-day tracking sheet over a month with the Your Business is Food calculator tool to get real insight into purchase costs and true cost values for your business.

Access the full suite of Your Business is Food resources [here](#).



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