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The Food & Beverage Department: At the heart of a sustainable hotel

Elena Cavagnaro

Learning goals

This chapter helps readers to understand and critically evaluate different measures to address sustainability issues in one of the core activities of a hotel: the offer of food and beverages. After studying this chapter, readers will have the ability to:

- 1 Define F&B and describe its impact on profit, people and planet;
- 2 Describe the main sustainability challenges that the F&B department faces considering the space in which and the vessel on which food and beverages are served, food and beverages items purchased, and the relationship between host and guest;
- 3 Provide examples of ways to address some of these challenges;
- 4 Identify good practices in sustainable F&B.

Introduction

Alongside Rooms Division and Front Office, Food and Beverage (F&B) is one of the core operational departments within a hotel. Its purpose is to professionally manage food and drinks. From a hotel perspective, this department is responsible for satisfying the food and beverage needs of both hotel guests and casual guests. The F&B department is usually the largest department in a hotel, and deals with the purchasing of materials and products, their storage, retrieval, processing and serving. Serving can occur as part of room service, in bars and restaurants on the hotel premises, and in banquet and conference rooms.

F&B is a complex department where many activities take place, as can be deduced from the description provided above. Just to give an example, processing involves retrieving items from the storage rooms, cleaning and washing them, cutting and