

A decorative graphic of stylized green leaves in various shades of light green, positioned around the central text box.

# Great Taste, Less Waste:

*Cutting Food Waste While Creating Customer Satisfaction*

Presented by UCLA  
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# About UCLA Dining Services

- **Staff**
  - 500 FTEs
  - 150 Students
- **Facilities**
  - 4 dining halls
  - 3 boutique restaurants
  - Commissary
    - Cook & chill, cold salad, deli
  - Bakery
    - Breads, pizza dough, etc.
- **Patrons**
  - 9,200 undergraduate student residents
  - Serve about 300,000 meals a months





# The *OLD* way: Volume cooking

## ○ **Food Preparation**

- All food served each period is fully prepared beforehand
- Food kept in warmers until placed at service stations
- No adjustments to preparation based real-time patron counts

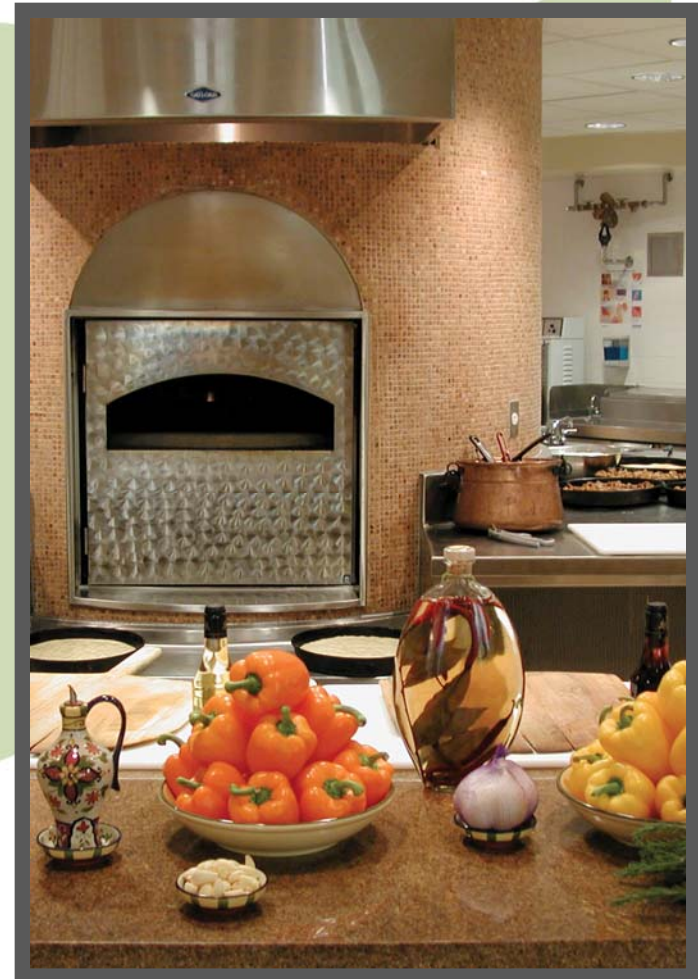
## ○ **Leftovers**

- Maybe reheated one time
- Not as fresh during second serving



# The *NEW* way: Keeping it fresh reduces waste

- **Preparation**
  - Mis en Place (“Everything in place”)
- **Presentation**
  - Marche Service (Cook-to-order)
  - Patron flow monitoring
- **Technology**
  - State-of-the-art cook and chill system





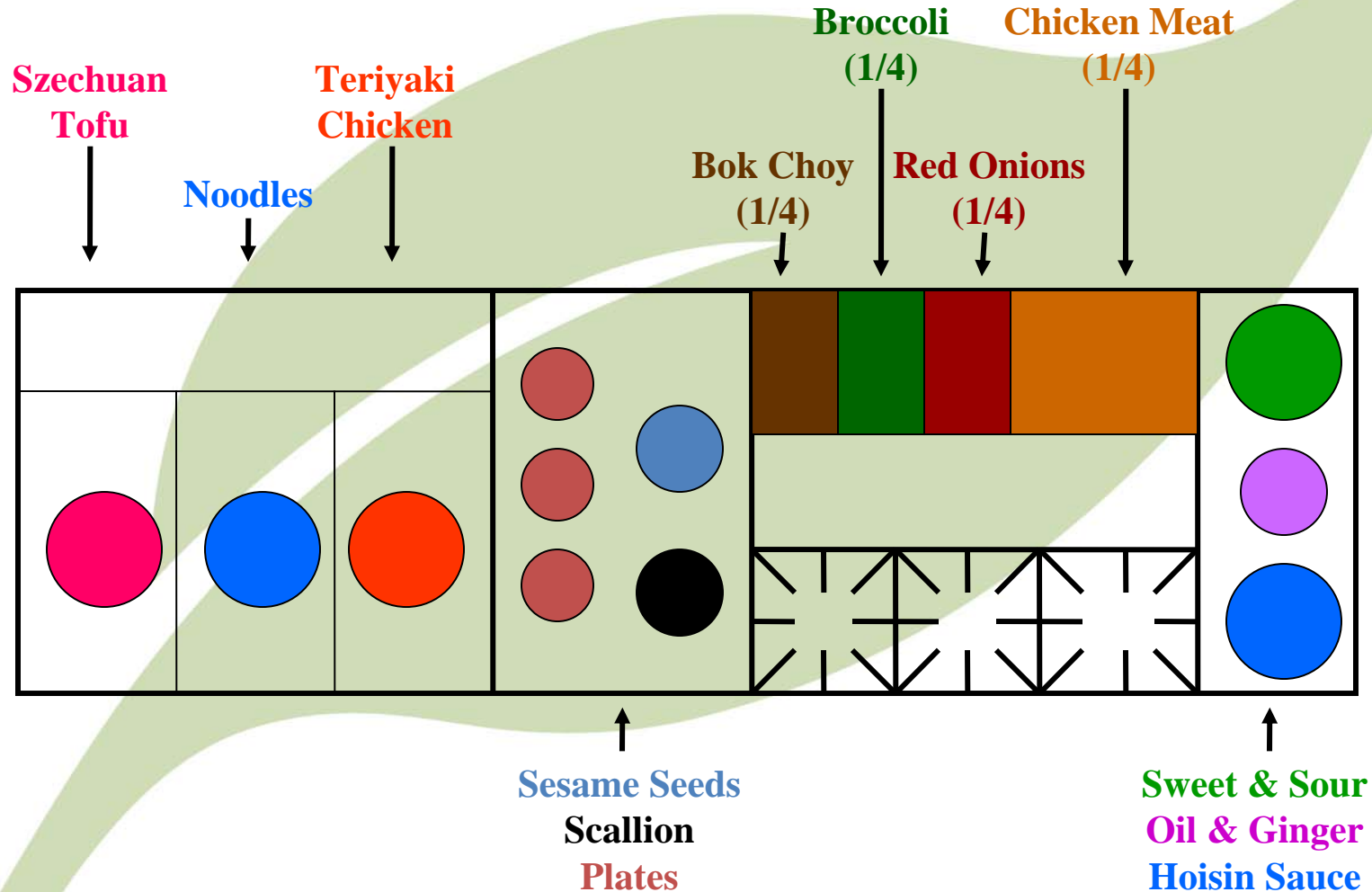
# Mis en Place (“everything in place”)

*All ingredients necessary for a dish prepared and ready to combine up to the point of cooking*

- **Ingredients keep separated**
  - Products typically raw and divided in small batches
- **Ingredients kept cold at station**
  - Products held at similar conditions at service station as when being stored



# Example: Szechuan Tofu Stir Fry & Pineapple Teriyaki Chicken Stir Fry





# Marche: Cook-to-order



## ○ Exhibition Cooking

- Food prepared right in front of guests
- Reinforces freshness
- Connects with the human element
- Brings in sight, sounds & smells



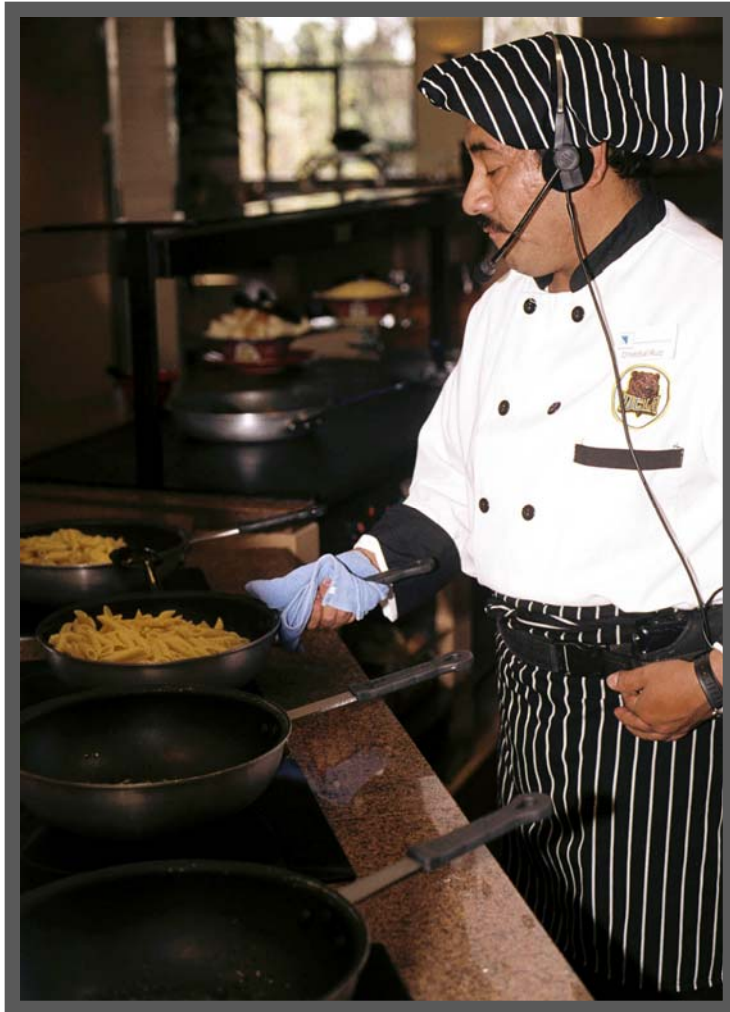
# Marche: Cook-to-order

- **Orders done in small batches**
  - Small batches are prepared though out meal period
  - Ingredients stay cold
  - Food presented to guests is fresh
  - Keep integrity of dish



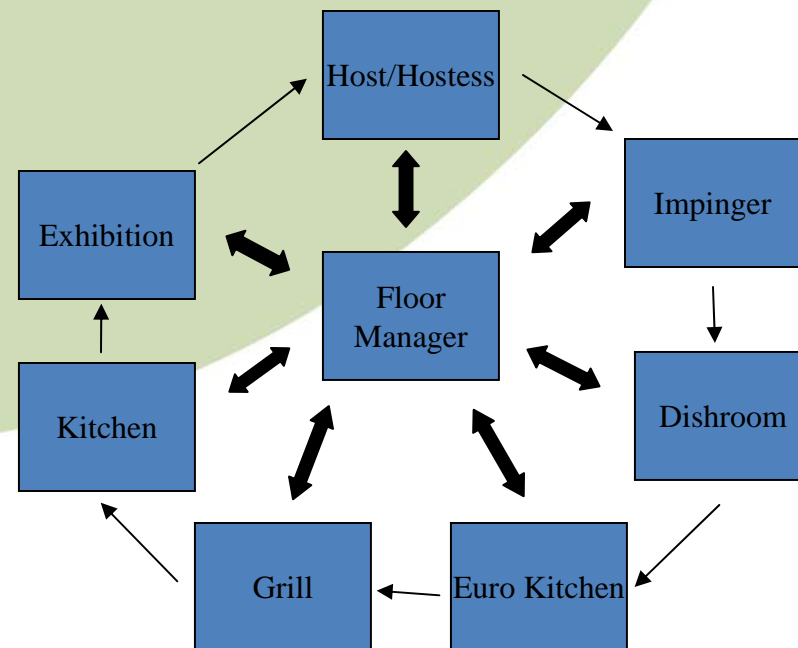


# Marche: Cook-to-order



## Patron Counts

- Patrons counted every 15 min
- Dynamic preparation*: Batches based on take rates & counts
- Headset communication







# End of Meal Service

- **All raw and uncooked food is inventoried**
  - put back in main kitchen recipe rotation
- **Production service records reviewed**
  - Records added to menu cycle
- **Inventories used to plan for next menu cycle**



# Cook & Chill System



- **What is Cook & Chill?**
  - Foods cooked & Chilled following a specific procedure
  - Shelf life extended almost 10 times over traditional cooking and storing **without preservatives**
- **Produces large-batch items**
  - Soups, dressings, pastas, etc.
  - Increases product consistency
  - Lowers costs
  - Minimizes waste by increasing shelf life



# Summery

- The combination of **Cook-Chill**, **Marche**, and **Mis en Place** creates fresh food with minimal pre-consumer waste
  - **Cook-Chill** extends ingredient shelf life so they can be used for many dishes
  - **Mis en Place** preparation keeps ingredients in a raw state so that extras can be used in other dishes
  - **Marche** style cooking allows dishes to be served fresh & food preparation can respond in real-time to demand



# Measures of Success

- **Post-consumer Food Waste 2x pre-consumer**
  - Compost all pre- & post-consumer waste at all 4 dining halls. Monthly tonnage ~ 53 tons
    - Pre- & post-consumer per patron ~ 0.35 pounds
    - Post-waste per student per meal ~ 0.23 pounds
- **Per plate cost low with high satisfaction ratings**
  - UCLA Dining has a per plate cost under \$2
  - Customer satisfaction ratings of our food are between 85-90%



# Other Sustainability Programs

- Tray-less Dining
- Beef-less Thursdays
- Biodegradable Service Items
- Composting (Rendezvous)
- Energy Star Equipment
- Hood sensors
- No garbage disposal in Kitchens
- Solar water heating on highrises



# Contact Information

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