ABSTRACT

USING THE BUFFET MONITORING TOOL

TO REDUCE WASTE AND FOOD RUN-OUT

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This dissertation aims to examine whether using the buffet monitoring tool can help reduce waste and food run-out in the breakfast buffet line effectively. The project location is The Atelier Restaurant at Grand Millennium Sukhumvit Bangkok, which has an average of five thousand guests per month who purchase breakfast. At the beginning the researcher found that there was a lot of waste during the breakfast period. This can be seen as an invisible cost and was never really tackled by the hotel. The buffet monitoring tool has been identified as a solution. It can improve the situation properly since it reviews the percentage of waste, the percentage of consumption and summarises sales and costs. Moreover, it can divide all menu items into the A, B and C groups. Where group "A" represents higher cost items and group "C" represents lower cost items. These results can provide new ideas for the chef to manage the buffet line, especially in terms of cost controlling and managing run-out by analyzing guest's consumption. However, the tool has only ever been used in one

restaurant within a hotel. Future research should apply the buffet monitoring tool into other buffet style restaurants and extend the implementation period to examine the effectiveness of the monitoring tool.