



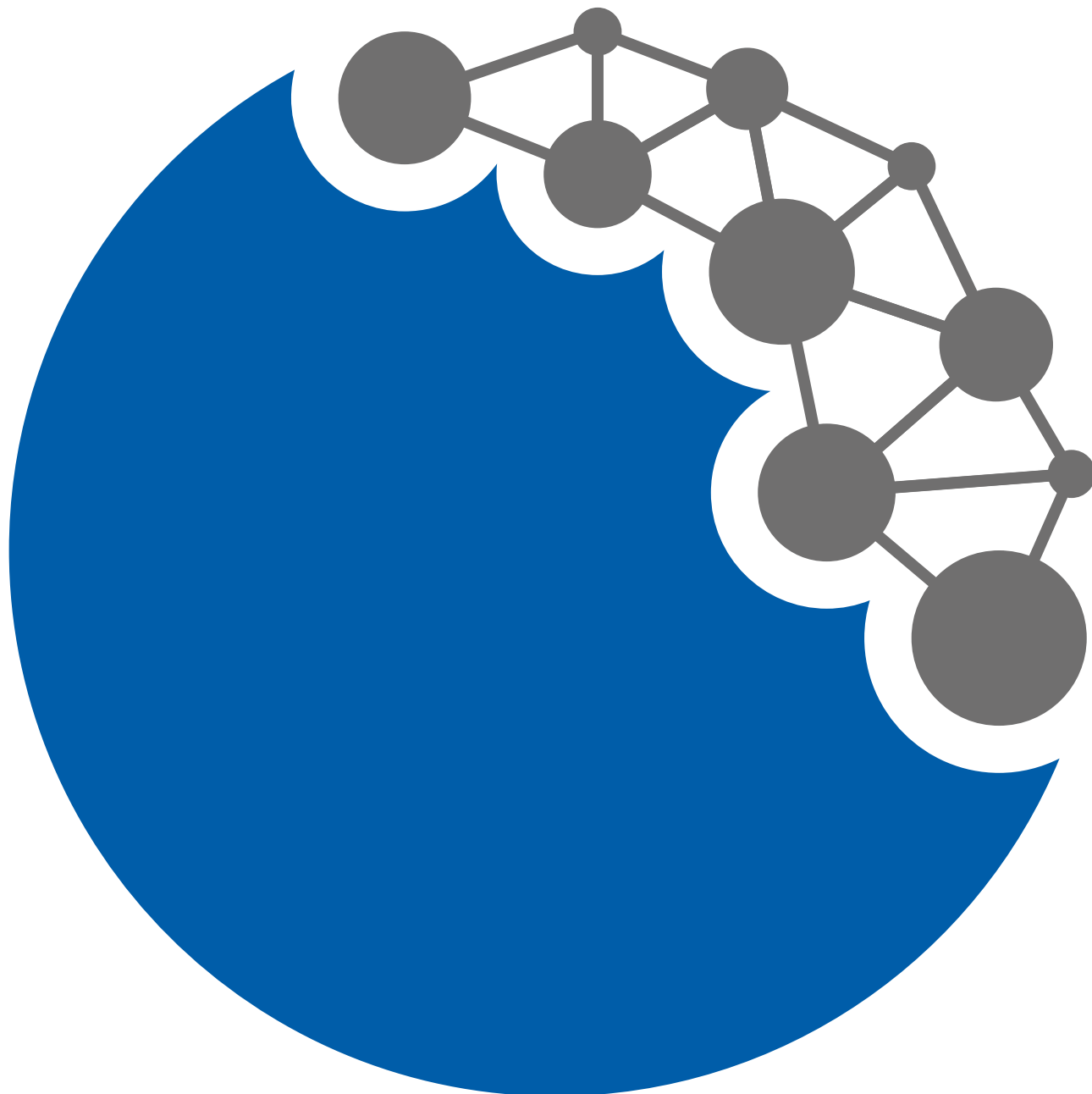
Petr David, Hana Vránová (eds.)

PEFnet 2025

29th European Scientific Conference
of Doctoral Students

November 20, 2025
Extended Abstracts

- MENDELU
- Faculty
- of Business
- and Economics



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FOOD WASTE IN THE HOSPITALITY AND HOTEL INDUSTRY

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KEY WORDS

food waste, hospitality and gastronomy, customer preferences, sustainability

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1 INTRODUCTION

Food waste is a major global challenge, accounting for nearly one-third of all food produced and contributing about 20% of global greenhouse gas emissions (FAO, 2019; Alsuwaidi et al., 2022). The hospitality sector is a significant contributor, with much of its waste avoidable, driven by guest behaviours, cultural tendencies, and operational inefficiencies such as overproduction and buffet concepts (Dolnicar et al., 2020; Okumus et al., 2020). In Czechia, despite growing awareness of sustainability, environmental measures in hotels and restaurants remain

limited, highlighting a gap in achieving Sustainable Development Goal 12 (Scholz et al., 2024; United Nations, 2015). Effective strategies exist from nudges and education to food redistribution, but practical implementation is often hindered by managerial and structural barriers (Chawla et al., 2020; Reynolds et al., 2020). This study examines both accommodation providers' practices and customers' perceptions of sustainable gastronomy to identify drivers, barriers, and motivators for reducing food waste.

2 MATERIAL AND METHODS

This study used quantitative research in two areas: accommodation facilities and restaurant customers. The methods were developed based on a thorough review of the literature and previous studies on food waste and sustainability. To capture diversity, a quota sampling method was used, with quotas for accommodation facilities determined by type and size of facility, and quotas for restaurant customers

based on gender. Participation in the research was voluntary and completely anonymous. The questionnaire was distributed to authorized persons in hotels and restaurant customers during the months of January to April 2025. Statistical methods and the importance and performance analysis (IPA) method were used to evaluate the results.

3 RESULTS

The results of the research showed that sustainability in accommodation and catering is still a developing field that needs to be further addressed. In accommodation facilities, insufficient monitoring of food waste proved to be a key problem, which limits the ability to effectively design and evaluate measures to reduce waste. Buffet services, which lack sufficiently systematic management, proved to be the largest source of waste. Of the measures already in place, the most effective proved to be the option to pack leftover food to take away and to collect feedback from customers. In catering

establishments, customers have been found to place emphasis on the ethical and environmental aspects of sustainability, such as the use of eco-friendly packaging, active reduction of food waste, and fair treatment of employees. These factors have a direct impact on the perception of a business's quality and attractiveness. Respondents identified limited availability and a lack of information about whether businesses can truly be considered sustainable as the biggest obstacles to the development of sustainable restaurants.

4 CONCLUSIONS

The study identified a low level of systematic food waste monitoring in Czech accommodation facilities, with only a small share of businesses keeping precise records. Most rely on approximate estimates, which limits their ability to optimise processes and implement effective waste-reduction measures. In comparison with international trends, Czech facilities lag behind in adopting modern monitoring technologies and staff training for environmental management. In gastronomy, customers associate sustainability mainly with social aspects, such as fair treatment

and remuneration of employees, while environmental and dietary factors receive less attention. The main barriers to visiting sustainable restaurants are limited availability, higher prices, and insufficient communication. Strengthening transparent reporting, cooperation with anti-waste initiatives, and collaboration with local suppliers could enhance both environmental performance and consumer trust. More precise monitoring, digital tools, and clear communication are key to improving sustainability across the hospitality sector.

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