



Casa Verde Bistro

Task Case: Bringing Sustainability into Daily Operations at Casa Verde Bistro

Case Overview

Learner task case for the **Integrating Sustainability in Daily Hospitality Operations** module.

Business Context

Casa Verde Bistro is a 46-seat neighbourhood restaurant in a mid-sized Portuguese city. The restaurant is popular with local office workers at lunchtime and with couples and small groups in the evening. It positions itself as fresh, welcoming, and modern, but sustainability is still inconsistent in day-to-day practice.

The owner cares about environmental responsibility and already buys some local produce, but the business still works in a conventional way. Deliveries are frequent and poorly coordinated, menu planning changes at short notice, food prep generates avoidable waste, and staff do not always follow the same routines when it comes to portioning, storage, and energy use. Guests increasingly ask where ingredients come from, whether vegetarian dishes are seasonal, and what the restaurant is doing to reduce waste.

Available Information

Over the past two months, the owner has gathered basic information:

- Weekly food purchasing records show that some ingredients are over-ordered and spoil before use.
- Kitchen notes show that soups, sauces, and side dishes are often prepared in larger quantities than needed.
- Electricity bills are consistently higher on prep days, especially when ovens and refrigeration run simultaneously for long periods.
- Staff interviews show that sustainability means different things to different team members, and some see it as extra work rather than part of quality.
- Customer comments show growing interest in local sourcing, vegetarian options, and visible sustainability practices.
- Around 35% of ingredients are currently sourced from local producers, but supply is irregular and not yet integrated into menu planning.

Business Goals Casa Lumina wants to:

1. integrate sustainability into everyday kitchen and service routines,
2. reduce avoidable food and energy waste,
3. strengthen local and seasonal sourcing,
4. involve staff more actively in operational decisions,
5. improve guest understanding of the restaurant's sustainability approach.

Learner Task Your Role

You act as an external advisor helping Casa Verde Bistro make sustainability part of daily operations rather than an occasional initiative.

Assignment

Prepare a short proposal for Casa Lumina. Your proposal should respond to the following questions:

1. Which daily routines should Casa Verde Bistro review first if it wants to make sustainability visible in real operations? Why?
2. What 2–3 practical changes could the restaurant make immediately in procurement, preparation, storage, or service?
3. How could local and seasonal sourcing be linked more clearly to menu planning without creating too much operational complexity?
4. How can the owner involve staff so that sustainability becomes part of team culture rather than a management message?
5. Which monthly KPI would you recommend for each of the following areas?
 - Waste reduction
 - Local sourcing
 - Operational efficiency

