

# DoubleTree by Hilton Putrajaya Lakeside Cuts Food Waste by 68% in 6 Months

Located on the picturesque Putrajaya Lake, DoubleTree by Hilton Putrajaya Lakeside is renowned for its exceptional hospitality and diverse culinary offerings. However, like many hotels in Malaysia, it faced a major challenge—food waste. With Winnow, the hotel took a data-driven approach to reducing waste, achieving a 68% reduction in food waste in just six months. This surpasses Hilton’s Travel with Purpose goals - to reduce waste to landfill by 50% by 2030.

## A Culture of Food Abundance

Malaysia’s vibrant food culture, with 24-hour eateries and an expectation that food should always be available, often leads to overproduction and significant food waste—especially in buffets. However, without proper tracking, the extent of the issue remained unclear.

Executive Chef Faizal Ghani, who has worked in luxury hospitality across Southeast Asia and Europe, is passionate about balancing culinary excellence with sustainability. Chef Faizal and his team were shocked by the data once Winnow was installed.

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Before we used Winnow, we didn’t realize how much food we were throwing away. Even small amounts add up to big numbers.

**Faizal Ghani**  
Executive Chef  
**DoubleTree by Hilton Putrajaya Lakeside**



## Waste reduction results



68% reduction in total food waste weight



25 tons CO<sub>2</sub>e emissions avoided



\$28,000 in annualized food waste savings



62,000 meals saved

With a commitment to sustainability, the hotel sought to reduce waste while maintaining food quality and guest satisfaction.

## Insights from Winnow

Through daily, weekly, and monthly reports, the team discovered that:

- Traditional Malaysian sweets, such as Kuih Lapis, were frequently wasted.
- Rice waste was significant
- Overproduction in buffets led to unnecessary food waste.

## Strategies and Actions Taken

### Reducing Waste from Traditional Sweets

Kuih Lapis, a Malaysian favorite, is made by layering and steaming glutinous rice flour, a process that takes long hours to make. Despite its popularity, large portions were often wasted. Noticing this, the hotel reduced portion sizes from 60g to 30g, which significantly lowered waste while still allowing guests to enjoy these traditional sweets.

### Live Cooking Stations

The hotel replaced pre-prepared scrambled eggs with an a la minute system. Other items, like cheese tarts and chocolate lava cakes, were also moved to live cooking stations, drastically reducing waste.

### Repurposing Ingredients

The hotel introduced creative ways to reuse trimmings and excess ingredients, including:

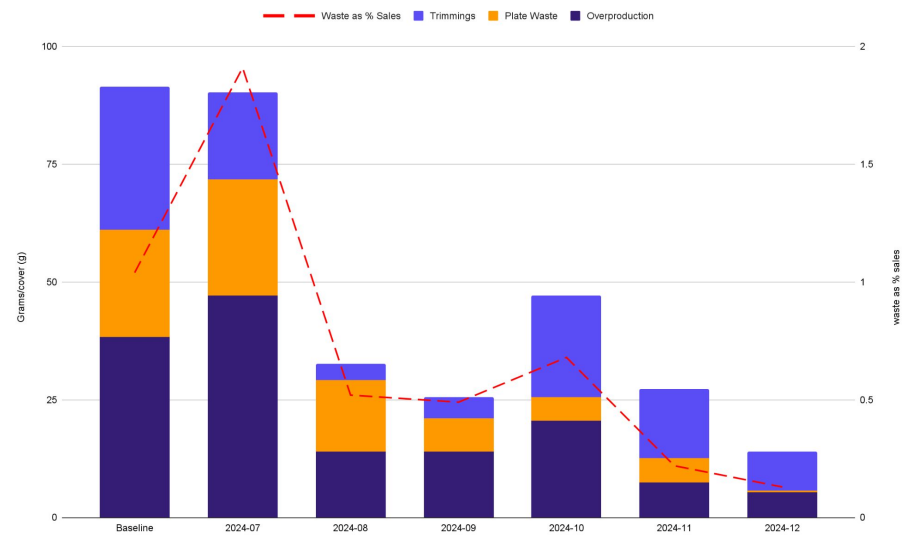
- Pickling vegetable peels (cucumber and carrot) for condiments.
- Watermelon rind for fritters and soup thickeners.
- Dehydrated onion trimmings blended into a dry rub for meats.
- Leftover rice was transformed into chicken porridge for breakfast and savory congee

### Raising Awareness

To encourage mindful consumption, the hotel replaced large buffet plates with smaller ones, encouraging guests to take only what they could eat. Additionally, food waste awareness tent cards were placed at buffet stations to educate diners about Malaysia’s food waste challenge, fostering a more sustainable dining experience.

### Future Plans

The hotel plans to expand its sustainable menu



options, incorporating more plant-based dishes, while continuing to develop innovative ways to repurpose food waste. "We are slowly integrating more sustainable dishes into our menu. It’s about raising awareness among guests and staff while making a long-term impact." says Chef Faizal.

### Conclusion

DoubleTree by Hilton Putrajaya Lakeside’s journey with Winnow highlights how technology can drive sustainability. By leveraging AI-powered insights, the hotel has significantly cut food waste, optimized kitchen operations, and set a new standard for responsible hospitality in Malaysia.

## About Winnow

**Winnow develops Artificial Intelligence (AI) tools to help chefs in large businesses like hotels, contract caterers, casinos, and cruise ships to run more profitable, and sustainable kitchens by cutting food waste in half.**

Measuring food waste is a challenge for all commercial kitchens with up to 20% of all food purchased going to waste. Winnow offers a solution for every kitchen.

Our analytics platform and reporting suite help teams pinpoint waste quickly, allowing enterprises to drive significant waste reductions at scale.

Kitchens that use Winnow cut food waste by half on average, driving food purchasing costs down by 3%-8%, improving margins whilst doing the right thing. Winnow is deployed in over 90 countries with offices in London, Dubai, Singapore, Cluj, and Chicago.

