

How is Royalton CHIC Cancun saving 140,000 meals each year?

At the heart of Cancun's vibrant Hotel Zone, **Royalton CHIC Cancun** by **Blue Diamond Resorts** delivers a luxurious escape. Known for its high-end culinary experiences and breathtaking views, the resort is redefining five-star hospitality by pairing gourmet gastronomy with cutting-edge sustainability practices. The resort partnered with **Winnow** to integrate food waste reduction into their luxury offering. At Elements Gourmet Buffet—one of the resort's 9 restaurants—food waste was reduced by an impressive 56% within just six months, far exceeding the initial target of 40%.

The Challenge for all inclusive resorts

Blue Diamond Resorts operates over 80 properties across seven brands. Specifically at **Royalton CHIC Cancun** with 456 rooms, 9 restaurants and more than 4,000 daily covers, the team faced the operational complexity of delivering consistent, high-quality meals at scale. Serving over 4,000 daily presents challenges in food preparation, inventory management, and resource optimization. Food waste from overproduction, buffet leftovers, and plate waste threatened both cost control and the resort's environmental commitments.

Motivation for Change

For Royalton CHIC Cancun, reducing waste wasn't just about saving money, it was about delivering excellence with integrity. With guests increasingly conscious of

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We transform overproduction into gourmet dishes like ravioli or cannelloni. It's creativity guided by data—waste becomes an opportunity.

Freddy Chi, Executive Chef



Waste reduction results



56% reduction in food waste by value



246.4 tonnes CO₂e prevented annually



\$165,000 in annualized cost savings



140,000 meals saved annually

sustainability, the resort recognized an opportunity to lead by example and align operations with its values of **luxury, responsibility, and innovation**.

“Our guests perfectly understand the intention behind waste reduction... They're more informed and committed to the environment.”

Luis Quintero, General Manager, Royalton CHIC Cancun

Strategies and Actions Taken

Using real-time data from Winnow, the team at Royalton CHIC Cancun refined kitchen practices to reduce waste without compromising on quality. These targeted strategies brought both efficiency and creativity to the forefront:

- **Live cooking of chilaquiles:** Switched from pre-made to freshly prepared at the buffet, enhancing freshness and reducing leftovers.
- **Transforming surplus into gourmet dishes:** Overproduced proteins and vegetables are now reworked into high-end ravioli and cannelloni with modern sauces.
- **Repurposing bread:** Excess bread is redirected to staff meals or used in desserts, minimizing waste in a high-loss category.
- **Using trims creatively:** Fruit peels and vegetable scraps are turned into sauces, syrups, and drinks including pineapple peels —maximizing every ingredient.

Improving the Guest Experience

Every change rooted in waste reduction has enhanced the guest journey:

- **Live cooking stations** (e.g., for chilaquiles) replaced pre-prepared dishes, improving freshness and reducing waste.
- **Creative reuse** of ingredients—like pineapple peels for sauces or transforming proteins into gourmet ravioli—has surprised and delighted diners.

By using data to optimize processes, the resort elevated not only sustainability, but also **flavor, freshness, and presentation**.

Time is Luxury: Saving Time in the Kitchen

For Corporate **Chef Claudio Flores**, one of the most profound impacts of Winnow has been on time efficiency:

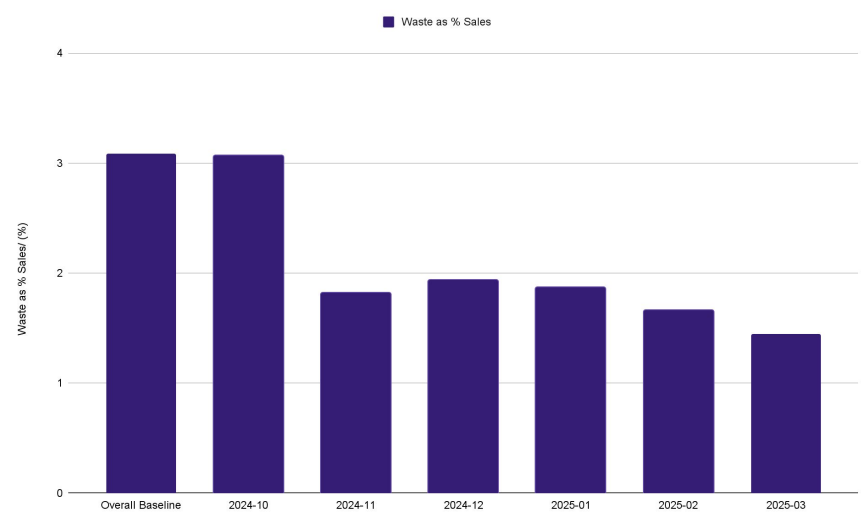
“They work less in production and get better results.

We realized we can do more with less.” The system

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Everything is positive - we use real-time data to make better decisions immediately so much so that we are now an example for the company and the environment.

Luis Quintero, General Manager



revealed that leaner production meant fewer hours spent on unnecessary prep—freeing up culinary teams to focus on plating, innovation, and service quality.

A Model for the Future

The resort has expanded the program to other on-site restaurants. The success at Royalton CHIC Cancun is already influencing the broader Blue Diamond Resorts group: **“This is the first hotel to implement the system, and now we’re an example for the company, competitors, and strategic collaborators”** says Luis Quintero. The company plans to scale the model to more properties with 3 other properties already starting their food waste reduction journey with Winnow.

Conclusion

By merging technology with culinary creativity, Royalton CHIC Cancun has not only reduced food waste, it has enhanced the guest experience and strengthened its luxury brand identity. The resort proves that sustainability can be a driver of quality, creativity, and operational excellence.

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.



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