

# London Heathrow Marriott Hotel



## Case study

*"I think Meat Free Monday is a good idea. I was surprised when I came to England that people ate so much meat. We only ate meat on special occasions. People in this hotel welcome this idea. It's more inclusive – people from all over the world can enjoy the meals. It also raises the question – shall I do it on Friday or at the weekend as well?"*

Cristina Mironov, Front Office Manager

## Hotel background

The London Heathrow Marriott is a contemporary hotel located moments away from Heathrow Airport, one of the busiest airports in the world. The hotel boasts 393 guest rooms, including 2 suites, and offers a range of facilities including a fitness centre, indoor pool, sauna and steam room. It also has 18 meeting rooms and event spaces which can accommodate up to 480 guests. The hotel is staffed by 170 associates who have roles in housekeeping, front desk, food and beverage service, maintenance, sales and marketing, finance and more.

## Catering

The hotel offers a variety of dining options. Carluccio's, the onsite restaurant, serves Italian cuisine and is open for breakfast, lunch and dinner. For quick snacks and drinks, guests can visit the deli or the bar in the lobby. The hotel also hosts a variety of catered events to suit different occasions. For associates, there is a dedicated canteen which provides complimentary daily lunch and dinner. To prepare food for all of its guests, events and associates, the hotel has three large kitchens.

*"It's nice – 100% positive! It's for everything – animals, planet and also for us, for our health. It's become usual now. I cook meat free for my family a couple of times a week. Start small and it becomes normal."*

Serena Masala, Finance



## Sustainability

The first Marriott in the UK to be awarded a Green Key award, the hotel takes pride in its extensive sustainability initiatives which have been implemented across all its operations. Measures include the installation of energy-efficient LED lighting throughout the building, water-saving taps in guest rooms and partnership with a waste management company that recycles all segregated waste, ensuring that nothing goes to landfill. Food sustainability efforts include a rooftop greenhouse providing fresh produce such as tomatoes, the recycling of cooking oil and the use of both solar-powered and hydroponic refrigeration systems.

## Meat Free Monday

The hotel's associate canteen introduced Meat Free Monday in the summer of 2022. All dishes served on Mondays are fully vegetarian or vegan and there is a promotional campaign that includes a large poster board at the entrance and laminated leaflets on each table. Executive Chef Anna Pazdera and her team make sure that the dishes are delicious and appealing with the buffet offering hearty options like veggie burgers and lentil "meatballs". While the initiative received some critical feedback at first, associates have become used to it and now appreciate it as a regular part of the weekly catering.



## Food waste

The hotel has set an ambitious goal of reducing food waste by 50% by 2025 and is taking creative measures to achieve this. Anna and her team make use of fruit and vegetable parts that are often thrown away to prepare innovative dishes like Watermelon Rind Curry, Pulled Spiced Banana Peel Burger and Vegetable Peel Pasta. These dishes not only help reduce food waste but also offer unique and exciting culinary experiences to guests. The kitchen team also make banana bread from both fruit and peel, pineapple cake from both fruit and rind, passion fruit jam from both fruit and shell, tomato ice-cream, candied orange and lemon peel, avocado stone tea and vegetable peel focaccia. The hotel introduced 'No Waste Wednesdays' to showcase these efforts, but strives to minimise food waste at all times.

## Food Waste Lab

Going one step further, the hotel has adopted a creative and unique approach to culinary refuse by bringing items such as citrus skins, avocado stones and used ground coffee to its very own 'Food Waste Lab'. Located next to one of the kitchens, the lab is run by Anna and the kitchen team who transform the scraps into handmade, zero-waste products such as soaps and scrubs. Guests have the opportunity to see the Food Waste Lab in action through unique talks and tours. Anna's efforts in waste reduction were recognized in 2022 when she won the 'Waste2Zero Food Service Waste Management and Prevention Award for Special Achievement'.



## Pulled Spiced Banana Peel Burger

Anna Pazdera

Preparation: 5 | Cooking: 10 | Ready: 15

Makes: 1 burger

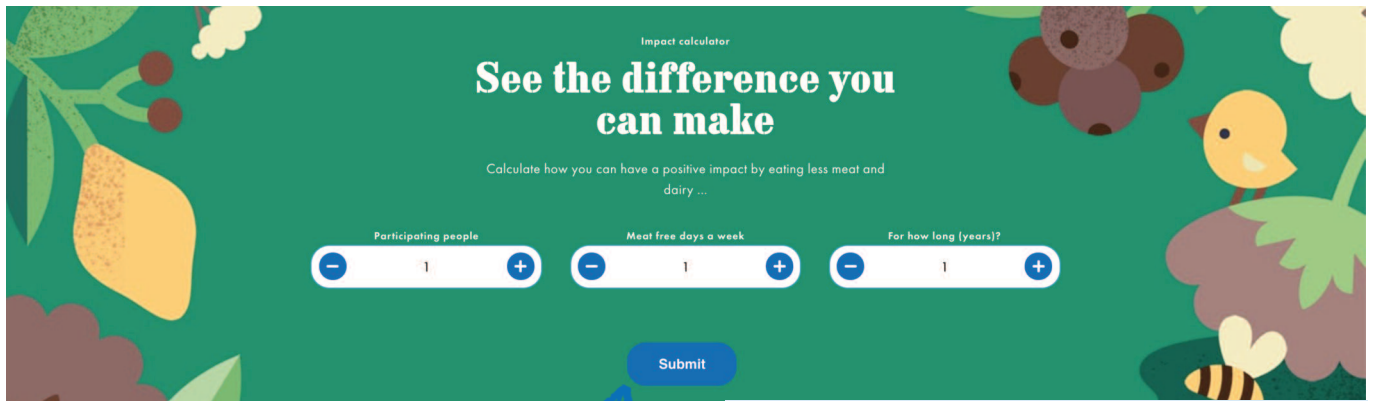
### INGREDIENTS

- 2 medium organic bananas (yellow), firm and not quite ripe, peel only
- 1½ tablespoons olive oil
- 1 teaspoon soya sauce
- 1 teaspoon hot smoked paprika
- ¾ teaspoon chilli powder
- ¾ teaspoon dry mustard
- 2 garlic cloves
- 1 small onion
- ¼ teaspoon cumin
- 1 teaspoon brown sugar
- 2 teaspoons tomato ketchup
- pinch of salt
- coleslaw, to serve
- 1 burger bun, to serve

### METHOD

- 1 Slice the onion and garlic.
- 2 Wash the bananas well. Slice the top and bottom of the bananas, remove the peels and scrape the white parts off the inside with a knife. Cut the peels thinly into 2 to 3-inch long shreds.
- 3 Transfer them to a bowl and add the olive oil, paprika, chilli, mustard, soya sauce, garlic, onion and cumin. Mix well and set aside to marinate.
- 4 Heat a pan over a medium heat and add the marinated banana peel mixture. Add a small splash of water to help the banana peels steam and tenderise. The cooking time will depend on how ripe your bananas are (the riper they are the faster they cook) so start tasting after a couple of minutes. It's important that they are tender enough to bite through but not so overcooked that they turn to mush. They should be done in around 5 to 10 minutes. Add another splash of water and keep cooking if the pan goes dry before they are tender.
- 5 Add the tomato ketchup and give them another 30 seconds to a minute more to incorporate the flavour. Add a pinch of salt to taste. Remove from the heat and let cool for a minute.
- 6 Place the banana peels on your bun and top with coleslaw. Ready to serve!





Check out [meatfreemondays.com/calculator](https://meatfreemondays.com/calculator) or contact [meals@meatfreemondays.com](mailto:meals@meatfreemondays.com) for a free customised environmental impact analysis for your business.

## Conferences and events

The hotel is a popular venue for events, including meetings, conferences, lectures, screenings, banquets, receptions and weddings, and hosts thousands of visitors every year. In the summer of 2022 the hotel hosted its first ever meat free catered conference, serving 235 attendees. To showcase the planetary impact of this action, the hotel contacted Meat Free Monday for statistics and was proud to inform the conference delegates that by choosing the meat free lunch, they collectively achieved the following:

Forest saved:	5.9 tennis courts
Greenhouse gases avoided (driving a car):	911 miles
Water saved:	2,527 bath tubs
Marine reserve created:	2,751 m <sup>2</sup>
Extra lifespan:	7.5 days
Hungry people fed:	9
Cattle saved:	0.03
Chickens saved:	15
Fish saved:	245

The feedback from conference delegates was overwhelmingly positive. They praised the meat free menu with comments including “such a great idea”, “amazing food offering, I’m not even missing the meat” and “this should be implemented more often in hotels for delegate meals”. Buoyed on by the encouraging response, the hotel now offers the meat free catering option to all those booking events. More and more businesses are choosing this and the hotel is delighted to contribute to a more sustainable future.

## Meat Free impact analysis

Anyone running a meat free catered event – whether it be a meeting, conference, reception or other function – is welcome to contact Meat Free Monday at [meals@meatfreemondays.com](mailto:meals@meatfreemondays.com) for a customised environmental impact analysis. This service is provided free of charge by the campaign and can be helpful to those seeking to reduce their carbon footprint and promote a healthier planet.

*“I’m used to thinking about meals as ‘meat plus a side’. But here you can see that it’s a complete meal without the meat. It’s a good idea. At home it’s not easy to find a way to not eat meat – so at least with Meat Free Monday here there’s a way.”*

Gwen Marsollier, Executive Housekeeper



## Hotel contact details

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