

Viewpoints on Customer leftovers

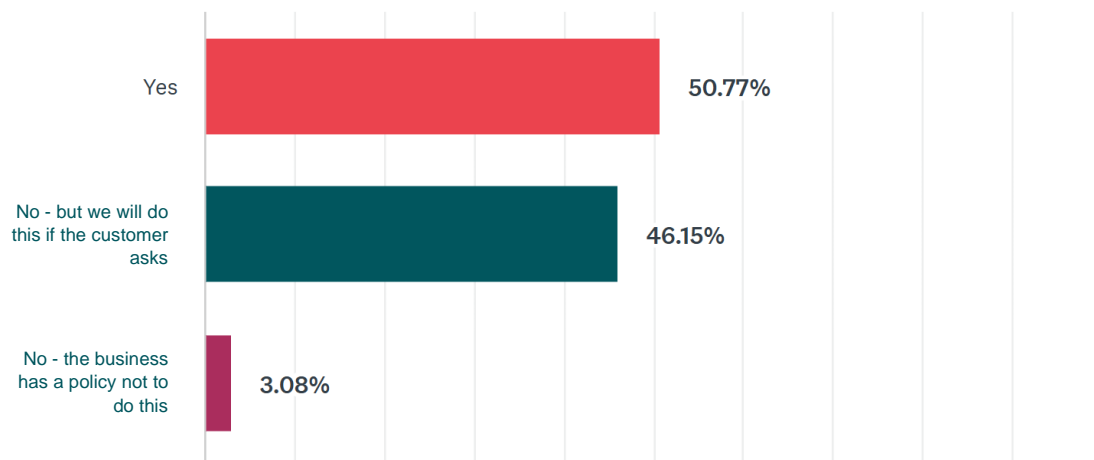
NATIONWIDE

APRIL 2025

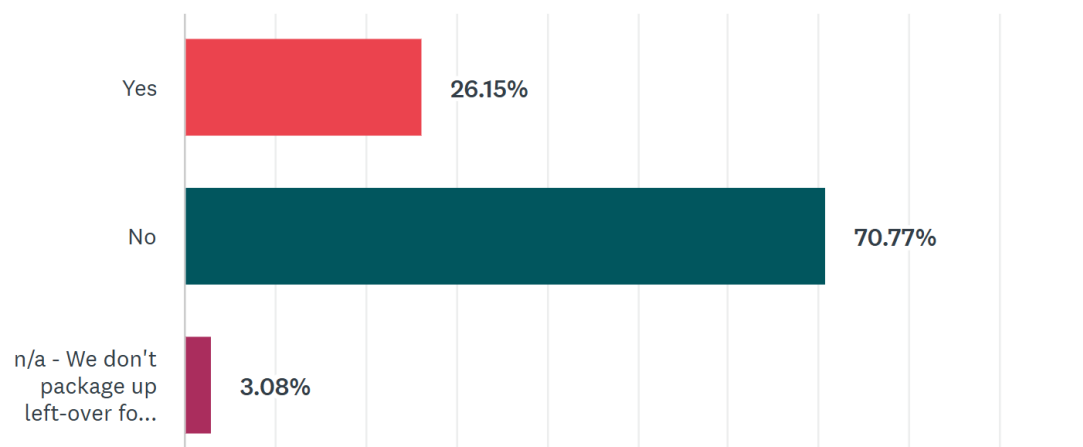
www.restaurantnz.co.nz

Viewpoints on customer leftovers

Q.1. Do you actively ask your diners if they want a 'doggie bag' if they haven't finished their meal?



Q.2. Have you noticed a change in the number of people who ask for, or accept, the offer of a 'doggie bag'?



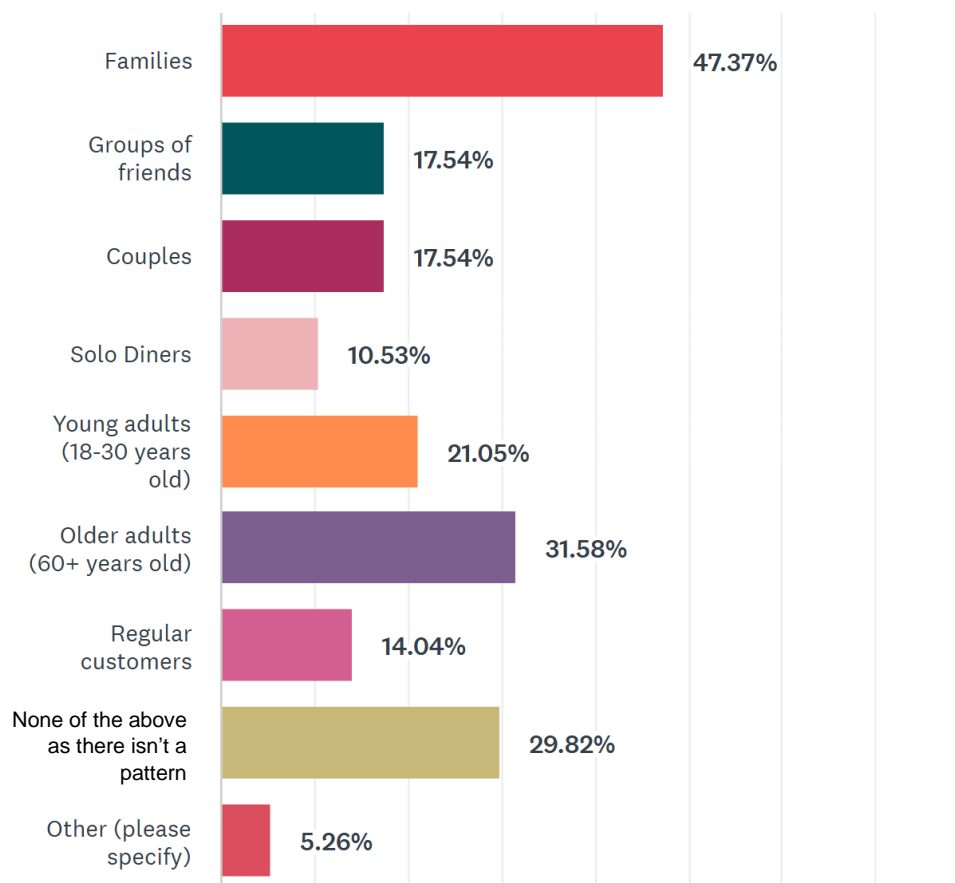
Comparison by type of location:

	Yes	No - but we will do this if the customer asks	No - the business has a policy not to do this
Central city	56.67%	43.33%	0.00%
Suburbs	31.82%	63.64%	4.55%
Rural	66.67%	25.00%	8.33%

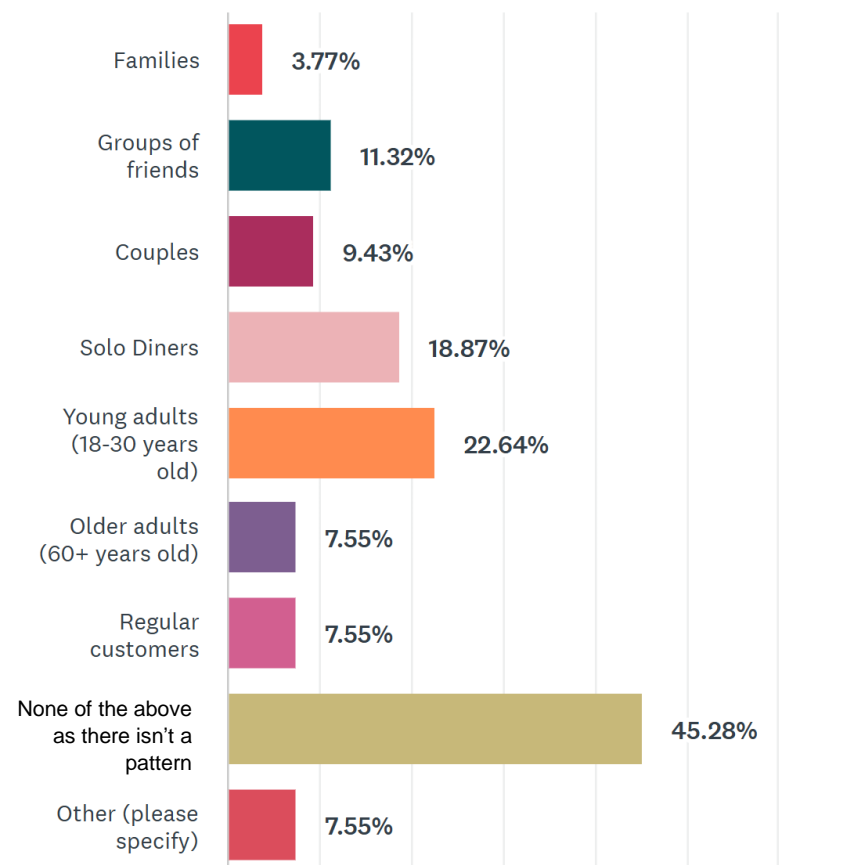
	Yes	No	N/A – we don't package up left-over food for customers
Central city	33.33%	66.67%	0.00%
Suburbs	22.73%	72.73%	4.55%
Rural	16.67%	75.00%	8.33%

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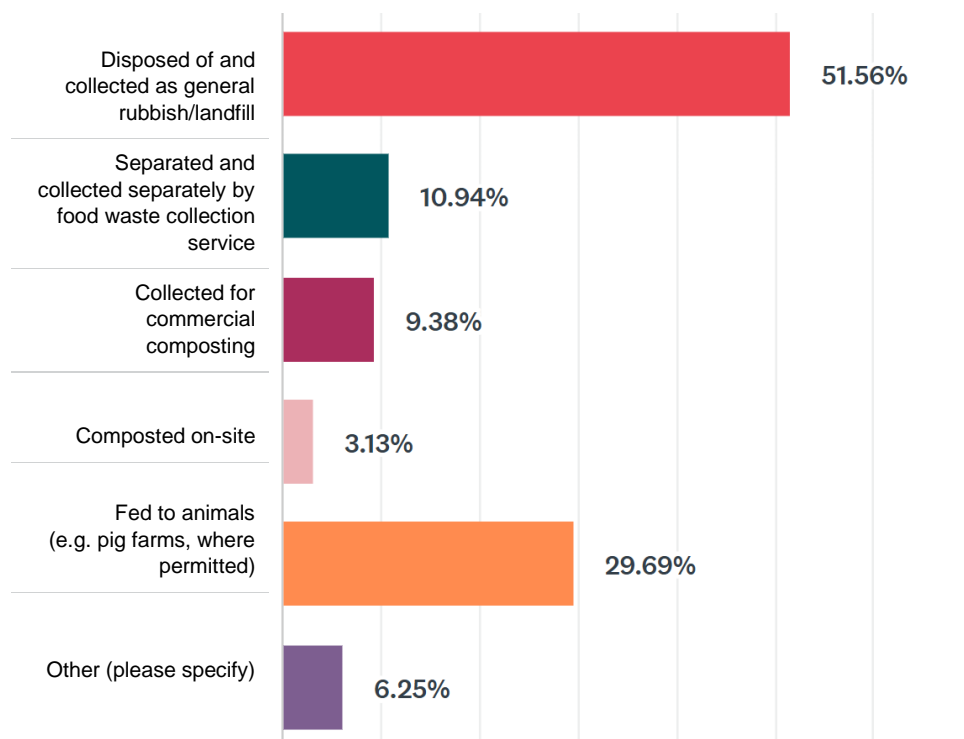
Q.2. Are there certain types of diners who are *more likely* to get their left-overs packaged up to take with them?



Q.3. Are there certain types of diners who *rarely* ask to get their left-overs packaged up to take with them with them?



Q.4. How do you dispose of left over plate waste (if it's not taken home by the customer)?



It would be great to contrast commercial (eg restaurant) dining vs at home dining as I believe the industry has much lower food (and packaging) waste per plate than at home dining. At home dining has vastly more portion packaging, it is much harder to portion accurately for smaller numbers, and they have far fewer options to reuse or correctly store unfinished items. In contrast commercial kitchens buy in bulk (minimal packaging), are financially incentivised to reduce wastage and have generally better forecasting, portion control, food management and storage capability. On premise dining should be a poster child for sustainability without needing to do anything different.

- Canterbury operator

If we consistently see leftovers on plates, that indicates to us that our portion sizes are wrong so we decrease the portion size accordingly. We want to try and avoid the 'doggy bag' situation.

- Otago café owner

We aim to be low packaging to fit in with our sustainability message. We provide limited takeaway packaging solutions, but waste reduction is a huge focus.

- Canterbury café / event venue