

FOOD SPOILAGES: A PROPOSED FOOD WASTE REDUCTION MANAGEMENT IN BOSS MADAM

ABSTRACT

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The rapid expansion of catering services in the Philippines—particularly in urban centers like Quezon City—has led to a substantial increase in food waste, resulting in serious environmental and economic repercussions. Key contributors to this issue include overproduction, inadequate menu planning, spoilage, improper storage techniques, and a lack of comprehensive staff training. This study aimed to explore and recommend strategic interventions to reduce food waste in the catering industry by promoting sustainable practices, aligning operations with consumer demand, and strengthening waste management systems. By addressing these pressing challenges within Quezon City, the research intends to generate insights that can inform broader, nationwide efforts to mitigate food waste and support environmental sustainability in the food service sector. The study involved 25 employees from Boss Madam Samgyupsal, a food establishment located in Quezon City. Participants were primarily within the age range of 18 to 22 years old, with a significant number also falling between 23 and 27 years old. To ensure the relevance and appropriateness of the sample, purposive sampling was used, targeting individuals who possessed specific characteristics aligned with the study's objectives. Data collection was conducted through a researcher-developed, structured questionnaire designed to assess customer satisfaction levels. Before administration, the researchers obtained formal approval from the appropriate hospitality authorities, ensuring ethical compliance and cooperation from the establishment. The survey focused on young adults aged 18 to 22, with an equal representation of male and female respondents. The majority were employed as Dining Crew (32%), followed by Cashiers (24%), and nearly half (48%) were college undergraduates. Results indicated a strong consensus on the significance of effective inventory management and consistent food quality in reducing food waste within catering operations. Major contributors to food waste included overproduction, inaccurate forecasting of guest attendance, and diverse customer preferences. Respondents also identified operational challenges such as difficulty in portion control and limited resources dedicated to waste management. To address these issues, the study recommends the adoption of digital inventory management systems, continuous staff training, and the establishment of comprehensive, sustainable food waste reduction policies. These measures aim to improve operational efficiency, minimize waste, and support long-term sustainability within the catering industry. The study reveals that the majority of respondents are young adults aged 18 to 22, predominantly male, and primarily employed as Dining Crew members within the catering industry. Most hold the educational status of college undergraduates, indicating incomplete tertiary education. The primary factors contributing to food waste include overproduction, inaccurate forecasting of guest attendance, and fluctuating customer preferences. To effectively address these issues, The findings underscore the need for comprehensive waste reduction strategies such as the adoption of advanced inventory management systems, the formulation of sustainable food waste policies, and the implementation of continuous staff training programs. Furthermore, overcoming operational challenges—particularly inconsistent portion control and limited access to waste management resources—is essential for promoting efficiency and reducing food waste within catering establishments, especially in densely populated areas like Quezon City.

RECOMMENDED CITATION

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