

# Erasmus+ - project Learning workshop „Sustainable environmental protection”



## Vocational field-specific learning workshop for the vocational field “service professions”

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## **1. Initial situation and need for action for the learning workshop for service professions**

We have held interviews with different profiles in the tourism sector to better understand the initial situation of this working environment/field and particularly to see what they need to change in the field of recycling and sustainability for work services as catering, restaurants and hotels. Basing on their opinions, the overall situation in Spain is characterized by a lack of knowledge about sustainable climate and environmental protection in the tourism sector, which stems from a lack of specific training on the topic at hand, which affects employees who enter in the hotel/hospitality industry and in the tourism sector.

In particular, there is more awareness of recycling than of other general or work-related specific issues that affect sustainability.

By recycling and by adopting an eco-friendly way of proceeding in term of sustainability, hotels, restaurants and catering services can contribute to a better environment and to an improved quality of environmental and green procedures in a sector where the waste of resource and waste management in generally represent a chronic issue to be addressed.

Hospitality and tourism companies need to incorporate strategies, good procedures and best practices to adopt sustainable work processes and, at the same time, they have to be understood by customers as an high quality service, causing a vertical impact that can be also perceived on the external. Ultimately, this incorporation process can create positive externalities.

## **2. General objectives of the learning workshop**

Our sustainability workshop is intended to make easy and accessible the learning framework on how to adopt sustainable behaviours and practices in the professional context, enabling the target groups to develop strategies to incorporate sustainability standards into their daily work life.

The main objective of the workshop will be the transmission to the participants of the true meaning of sustainability, as most people ignore the fact that, besides general considerations about the environment as a broad concept, sustainability entails two other aspects, namely the economic and the social.

The workshop will have several objectives, concerning 4 areas:

- Recycling
- Reduction or optimization of resource consumption
- Change in behaviour and motivation regarding environmental aspects in the professional context
- Protection of the environment

With regard to recycling, we will focus on the recycling in all areas of hospitality.

The focus will be try on the reduction of waste production, sensibilization on eco-friendly and sustainable practices as separation and recycling in the professional context as:

- give customers the opportunity to take home the remains of their lunch or dinner
- focus on the recycling of oil for other food uses.
  - creative waste re-utilisation by decorating locations with recycled materials, avoiding buying new decorations for every event or festivity

With regard to reduction of resource consumption, this workshop aims to make participants understand how to save water, gas and electricity for cooking in the addressed professional context.

It will be underlined the importance of using Km 0 products to reduce costs of transportations while valorising local products and the implementation of sustainable decisions and procedures as calculating the right quantity of food, protecting the environment through the use of less chemical products, less sprays (e.g., those we use against mosquitoes), avoiding noise pollution and air conditioner in the streets and in the areas designated for food consumption.

Furthermore, the workshops aims at having an impact in behaviours and motivations of the participants: the activities will contribute to design strategies to educate workers and users, shaping new sustainable standards of quality.

Another important objective concerns the clients.

The workshop strives to educate customers, whose attitudes sometimes go against the environmental protection policies and policies, as well as the sustainable quality standards provided by hotel and restaurant. There is a contrast between what the customer wants and what the restaurant is engaged for. It is insofar important to focus on the customers' sensibilisation in order to orientate their consuming choices toward a more sustainable and eco-friendly habits.

Nowadays, in order to survive in the market, including the hospitality industry, it's important to be greener and more sustainable, e.g. to adopt a sustainable "company policy". All these objectives and the related activities will make it clear how to achieve those important requirements in the aforementioned professional context.

### **3. Target group and the assignment of the learning workshop as qualification**

The target groups of the workshop are composed by:

#### **3.1 Trainees / apprentices:**

Young people who are training in the hospitality industry.

#### **3.2 Skilled workers:**

Workers who have worked in the hotel and catering industry for many years and are experts in this field.

#### **3.3 Interested people in general:**

General public, people and entities interested as partner associations, consumer associations, business associations, hotel and catering associations.

## 4. Requirements for people involved in the learning workshop

### 4.1 Requirements for the participating target groups

The participants/target groups are mainly workers, trainees learning the profession of hospitality and associations operating in this sector in the area of Granada, Spain. They have to be interested in changing the way they work by adopting and/or improving their sustainable choices and procedures in the daily work life and to be more aware and conscious about the importance of the sustainability and environmental protection in the professional context.

Thus, they have to be interested in learning new sustainable working methods.

### 4.2 Requirements for the specialists carrying out the learning workshop

The specialist carrying out the learning workshop is:

- a person who is working in the hotel and catering industry, who knows the local legislation and the way of application of laws and legislative provisions regarding the professional sector at hand and the connected environment requirements.
- is directly involved in sustainability and environmental care, familiar with the goals of the UN Agenda 2030 and working forward to respect and achieve these goals.
- is already implementing sustainable working methods in his restaurant and for this reason is able to share its experience in creating a sustainable working environment, paying attention to the environment and the related social and economic aspects.
- Its working strategy is based on the triple bottom line: the general goal of his business is to have a sustainable business strategy (1) which aims to positively impact the environment and the society (2) while also benefiting stakeholders (3).
- has a strong capacity to get all employees personally engaged in sustainability procedures and provisions in the work context.
- is a person who can transmit its knowledge and experience in the framework of the workshop, transmitting skills, interest and motivation on the participants in job-related environmental topics
- has strong leadership, organizational, communication and pedagogical skills
- knows that sustainability refers also to the ability to identify strategic opportunities: developing and sharing knowledge of sustainable business practices can enable others enterprises to spot opportunities, make impactful changes, positively contributing to sustainability efforts and improving organization's results and productivity while having a positive impact on environment and society.

## 5. Frame conditions

### 5.1 Description of the learning environment

The workshop will take place inside a restaurant during closing time.

The participants will sit at the tables to impersonate the role of the workers, the owners and the customers.

The Learning Workshop's location will be clearly inspired and will be coherent to an eco-friendly and sustainable environment, reproducing an idealistic model of how a restaurant should be when speaking about sustainability: participants will find recycling bins, will be asked to not using papers for notes and to not waste water.

### 5.2 Needed and recommended materials

During the workshop we will try to use as less paper as possible. Participants will bring their own electronic devices for note-taking and work. The specialist will use the projector to present the main topics of the workshop.

Considered that the workshop's location is a restaurant, the staff of this latter will make available tables, chairs, working materials and any other required tool for the development of the activities.

### 5.3 Used and recommended teaching methods

The workshop will be carried out in presence, in order to ensure the effectiveness of the contents and the activities. The workshop will initially focus on the specialist, who will be responsible for the theoretical introduction, and then it will be centred on the participants and on their active participation. The workshop will not be characterized only by a frontal lecture, but will be centred to an important and continuative exchange of ideas, work or team works and debates.

We will work with active methodologies.

At the end of each single working session in the framework of the workshop, it will be organised an Oxford Model Debate verting on the development and the results of the activities carried out, this latter being characterized by a postulation and a counter-proposal, basing on the assumption that proposing contradictions ends up generating the best ideas and the strongest convictions.

During the workshop we will propose active methodologies such as Brainstorming and the Human Bookshop, in which each participant will witness a problematic or virtuous situation at work, referred to the topics of sustainable climate and environmental protection, that he/she has personally experienced.

This activity will trigger and facilitate the debate on the topics at hand among all the members of the learning community.

It will also be an eminently practical workshop, where the group, with the help of the facilitator, will draw up a list of behaviours and task management that will contribute to the alignment of tourism and hospitality as sectors providing a positive impact for what concerns green and sustainable economy and professional practices and procedures.

## 6 Structure of the learning workshop

### 6.1 Content overview – learning topics

The workshop will be structured over four days and each day will have a different topic:

1. Recycling
2. Reduction of resource consumption
3. Changing behaviours/motivation
4. Protection of the environment

### 6.2 Rough concept

Before each session, participants will be prepared for the workshop through a short but necessary theoretical introduction, containing notions and explanations of the four chosen topics (Recycling, Reduction of resource consumption, Changing behaviours/motivation and Protection of the environment).

On the first day, the workshop will focus on “**Recycling**”. Participants will end this day having acquired more information about recycling in all areas of hospitality, as reduction, separation and recycling of waste, packaging of food rests, recycling of cooking oil for other food uses and the use of decorations for events made with recycled materials/recycled decorations from previous years.

On the second day, the workshop will focus on the “**Reduction of resource consumption**”. Participants will be informed about the importance of developing eco-friendly and sustainable professional practices and procedures in the sector concerned, as saving water, gas and electricity for cooking with quality, using Km 0 products to save transport costs , calculating the right quantity of food etc... .

On the third day, we will discuss the importance of “**Changing behaviours**”. This activity will focus also to another important subject: the customers. The specialist will help the participants to learn how to design strategies to educate workers and clients and he/she will introduce new sustainable standards of quality.

On the fourth day, the workshop will focus on the “**Protection of the environment**”. Some examples will be given, such as the use of less chemical products, less sprays, the importance of avoiding noise pollution and the efficient reduction of air conditioners in working spaces.



### 6.3 Fine concept – daily planning and detailed working tasks

The workshop will last four days:

#### **1<sup>st</sup> DAY: Recycling in hotel and catering industry - *How and why should we do it?***

During the first day, we will present the project **LWS - Learning Workshop for Sustainable Environmental Protection**.

Afterwards, the specialist will present the 4 topics that will be covered during the several days of the entire working, starting from the first one: “**Recycling**”.

In the first part, participants will understand the reasons why it is important to recycle in the sector concerned, being able to capture the benefits as the environmental impact, cost effective and positive company image.

The lecturer will give some examples and will share some of its personal experiences concerning the topic. After that, he/she will tell us how to recycle in the business/sector concerned, the importance of ensuring that staff is trained and involved in sustainable work practices and procedures and the importance of knowing the legal requirements about environment and management in the professional sector concerned.

During this first part, participants will be asked to actively participate and share their ideas on the theme.

The second part of the activity will be more practical. Participants will be asked to share their experiences, saying what they have seen in restaurants where they have worked or trained on this topic. Afterwards, critical situations will be shown, and they will have to say what can be done to improve it from a recycling point of view. The specialist will supervise this phase by facilitating and pushing for a fruitful debate among the participants.

Finally, a practical teamwork role-playing dynamic will take place.

The group will be divided in little sub-groups.

Inside each sub-group, every member will have a specific role on a pre-determined hypothetical scenario: the restaurant/hotel owner, the clients, the waiters, the staff in the kitchen (chef, cook assistant, dish washer), the food supplier, the responsible person for birthday dinners’ decorations, the tour operator that brings a large group of people to eat in the restaurant/hotel etc... .

It will be submitted a challenge to each role-player, while each of them will have to pursue its own interests: for example, the food supplier will try to convince the hotel/restaurant owner in buying more food even if there is the risk that it will be wasted. The owner has to try to think in a more sustainable way while pursuing its interest to have enough food to make all the client satisfied. The kitchen staff, on the other hand, will have to manage the little time that it has available to prepare the meal for that large group of people while trying to adopt a clean and sustainable attitude toward the preparation of the food. The waiter will have to try to don’t throw away the leftovers, even if this would mean to be slower in servicing the other guests. The owner will be responsible for ensuring the adoption of the most sustainable



attitude possible towards its staff (waiters, kitchen staff) while debating with clients and food suppliers that are just pursuing their respective interests: having a fast service while being at the restaurant and sell more food. One facilitator for each sub-group will overview the different dynamics and, at the end of the session, they will discuss about the attitudes and behaviours that were more coherent with a sustainable way of thinking and so with the aim of the game.

The confrontation of the different dynamics and the involvement of the participants in the discussion about what went well and what went bad will facilitate the exchange of information, notions and ideas about the topic, triggering the learning aim of the dynamic deployed.

## **2<sup>nd</sup> DAY: The importance of reducing the consumption of resources**

During the second day, the specialist will introduce the second topic of the workshop. Afterwards, we will divide the participants into groups, and we will start an activity. The specialist will project images relating to themes/situations that refer to the topic of the session:

- How to save water, gas and electricity for cooking with quality
- Using Km 0 products to save transport costs
- Calculating the right quantity of food
- How to save water/gas/electricity in hotel/restaurants
- How to make and manage sustainable decisions

Each time the participants see an image, they have to explain this image together with the group and they have to find a solution that refers to the projected problem/situation.

Images can include newspaper articles, photos, drawings... .

Finally, a practical roleplaying dynamic will take place: the participants will act like the habitants of a village. One half of the habitants is rich, has a lot of cultivated lands and animals, while the other one is poor.

Rich people (the first half of the group) are the owner of the lands while poor people (the second half of the group) are the farmers.

The rich people owning the cultivated lands use a lot of water, which produces a lot of food.

Despite this, just a little percentage of the food goes to the farmers, while the majority of it goes to the rich owner, although they represent only a minority. There is indeed a big waste of food that could be donated to the poor families.

The aim of the game is to have a debate between the poor people (who are producing the food) and the rich people (who are owning it).

The lack of food for the farmers that are producing a lot of food, which goes to the owner who are not producing anything but that owns, through the capital, the little but necessary portion of food that permit the farmers to survive.

How this dis-proportion can be solved by thinking in a sustainable way, especially for what concern the use and the ripartition of the resources (water, soil, lands, food/final product)?

After having developed this game, it can be actualized and applied to the modern day by substituting the village scenario to an hotel scenario, where the rich people is the owner, the farmers are the waiters and the other staff and the resources are the food distributed to the client, its conservation, its wasting, its re-utilization in a sustainable way.

### **3<sup>rd</sup> DAY: Changing behaviours: a focus on our customers**

During the third day, the specialist will introduce the third topic of the workshop. The specialist will explain the participants how to design strategies to educate workers and clients.

Afterwards, participants are divided into different groups and they have to create their own strategy to educate workers and clients in the field of sustainability and they have to create their plan to motivate their co-workers. Each group will work in a different table of the restaurant, playing the role of the restaurant owner, co-workers and customers.

In the second part of the session, each group has to present their strategy to the rest of the participants.

### **4<sup>th</sup> DAY: Protection of the environment**

During the fourth day, the specialist will introduce the last topic of the workshop.

Afterwards, we will divide the participants into two groups. Each group will have 15 minutes to find as many ways as possible to protect the environment in the hospitality industry, basing on the informations provided during the presentation of the topic at hand. After that, the group leaders will have to present all the ideas they found to the rest of the participants. Then, the participants will discuss these solutions all together and they will try to choose the ones they would like to put in their workplace and explain why.

Another activities that will be developed regards the attitudinal reaction of the participants on a particular case: every 10 minutes, a pre-determined problematic scenario regarding the protection of the environment will be submitted to the participants, which will be divided in little groups. They will have to find innovative and creative solutions to tackle the issue at hand and represent it how they want (graphically, by writing, by talking, with a draw...).

At the end of the activity they will make a general evaluation of what the workshop was like, saying what they have learnt, what they liked the most and what they were expecting.

## 7 Organization an implementation of the learning workshop

AIFED will organize together with the specialist the programme and the working methodology of the workshop. First, all participants will fill in a questionnaire about their expectations of the course, what objectives they want to achieve and a self-assessment in which they reflect on their knowledge of the topics to be covered prior to the workshop.

They will also be asked about what they consider to be the main points of the subject.

Afterwards, basing on the information obtained, Aifed Staff and the facilitators will hold a working session in which it will be established the methodology, analyzing the composition of the group, defining the main points and planning the different dynamics within the workshop.

All participants will receive the work proposal at the beginning of the workshop.

Once the course is over, a final evaluation will be carried out, as well as a follow-up of the dissemination (sharing videos of the activity, pictures of the course, feedback from the participants, posts on our social network, etc.) in order to inform more people and other associations about the workshop that took place, promoting its effects and outcomes to the external audience, both in the professional context and in the civil society.

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