**Planning Meeting Checklist - Reusable Hotels**

*This document is to guide your talking points in your first planning meeting. Before completing, please review all sections of the Reusable Hotels Guide to understand the full program, then return to this checklist.*

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| **Planning**  ☐ What pre-commitment does the organisation have to switch to reusables, or wish to make? (E.g. a Reusables Policy, sustainability statement, etc.)  ☐ What is the goal of the program? (E.g. how many single-use items would you like to avoid?)  ☐ What is the current guest culture around reusables?  ☐ Do they bring their own reusables already?  ☐ Do they request reusable items?  ☐ Have they included this information in their reviews of your hotel?  ☐ How do your employees respond to change?  ☐ What training will be required?  ☐ What incentives will help them adapt to new processes?  ☐ Identify key persons of influence within each department from which any direct communications will come from (E.g. Housekeeping manager, restaurant head chef etc.)  ☐ Do you have head office support for this program?  ☐ Do you require sign-off from a corporate representative?  ☐ Do you have the appropriate funding available to make reusable switches? |
| **Logistics**  ☐ Do you currently have any reusables at your hotel?  ☐ Which single-use items do you purchase the most for your hotel? (*Note - A baseline audit (section 2 of the guide) will help you identify your most problematic single-use plastics)*  ☐ What areas would you like to focus on for your switches?)  ☐ Guest rooms  ☐ Room service/food and beverage  ☐ Conferences/events  ☐ Lobby  ☐ Communal areas  ☐ Gym/pool  ☐ Which reusable items would you like to introduce? *(Note - Following your baseline audit, you can use the Swap Selector tool (section 3 of the guide) to pick your reusable swaps).*  *☐*What are the hotels available resources and facilities (e.g. dishwashing facilities) with regards to the above?  ☐ Who will clean the reusables?  ☐ What is the hotel’s workplace health and safety policy around reusable food ware made of breakable materials, like glass?  ☐ How many guests will you need to cater for?  ☐ Do guest numbers fluctuate during certain times of the year?  ☐ How will logistics accommodate this?  ☐ Do you have enough housekeeping and back-of-house employees to manage the new reusable systems? |
| **Staff training**  ☐ Do your staff understand the importance of switching to reusables?  ☐ Are they aware of your organisation’s sustainability commitments?  ☐ Which areas of the business will be most impacted by switching to reusables?  ☐ How will they be impacted?  ☐ How can you provide training to help assist with a smooth transition?  ☐ What new processes and procedures will be introduced that require training to be delivered?  ☐ Who will need to receive training?  ☐ Housekeeping staff  ☐ Room service/food and beverage staff  ☐ Conference/event managers  ☐ Front of house staff  ☐ Maintenance staff  ☐ Procurement staff  ☐ Do you have internal capacity to train staff in the new processes required for managing reusables?  ☐ If yes, what do you need to do to arrange for training to be developed and delivered?  ☐ If no, who can you engage to deliver this? |
| **Data collection**  ☐ Who will conduct your baseline audit?  ☐ What schedule will you set for regular audits?  ☐ Who will be responsible for conducting these?  ☐ How will you track the data? (*Note - the Audit Checklist and Data Tracker documents included in Action 2 of this guide can be used for this purpose)* |
| **Communication to guests**  ☐ What communication channels will be used to promote your reusable switches to your guests?  ☐ Booking system  ☐ In-room electronic communications  ☐ In-room brochures  ☐ In-room signage  ☐ Communal area signage  ☐ Social media  ☐ Website  ☐ Who will be responsible for designing and distributing communications? (*Note - see the Communication section of this guide (Action 5) for examples of communication materials)*  ☐ What are the approval processes/policy for communications at the hotel?  ☐ Will the marketing team need to be involved? |
| **Promotion to the community**  ☐ Will you promote your reusable switches and successes to the wider community?  ☐ When will you do this?  ☐ What channels are available for promotion?  ☐ Social media  ☐ Website  ☐ Community emails  ☐ Newspapers  ☐ Television interviews |
| **Next steps**  ☐ Identify who needs to be involved in each step, how they will do their task, and timelines for delivery  ☐ Complete a Project Plan (Action 1, Step 3)  ☐ Identify what additional resourcing support is needed (e.g. materials/communication templates)  ☐ Set up regular committee meetings to plan and progress reusable switches |